



TAHOE CHIMNEY & FIREPLACE

Guidelines and Procedures

In the Morning:

Arrive at least **30 min (or more)** at the garage before the **first job** to make it there **on time**.

If you are running late for any reason - contact the first customer of the day to confirm if they are ok with your lateness. In SF Change job status to **Delayed**. Text the manager "121" (121 code means: I will be starting the day late, the customers knows and is ok with that, code 120 means: I called and texted the client, but they did not answer yet)

CLOCK - IN on app and check for deliveries around the house/garage

Get Van ready with:

- Runners
- Garbage bags
- Tool Batteries
- Charged Flashlight
- Paper Towels
- Windex
- Fatwood bundles
- Check the Route and **Job Notes** in Service Fusion App
- Load Parts needed
- Charge your **Phone!**
- Check Fuel

Check oil and Coolant Once a week

At the End of the Day:

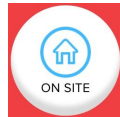
- Charge tool batteries

- Clean van (remove trash and restock leftover chimney parts from the day into the garage)
- Organize deliveries in the garage
- Clean driveway of boxes, crates, trash etc.
- Upload any remaining photos or notes.
- CLOCK - OUT on app

GENERAL Home Service Procedure:

Size up as you drive up (assess chimney type, diameter and roof access from outside)

Change Job Status to **ON SITE** in app



Check Client's **First name**

Clean **Face**, Clean Hand

Grab a Runner (or other tools) and Greet with a **SMILE**

“Good Morning “Steve” my name is I am here to take care of your fireplace.

“ How are you today?”

BEFORE YOU ENTER : “ **Are my shoes OK in your home?”** (with white carpets wear plastic booties anyway)

Setup inside (Place all tools on Runner or hearth extension, **Never** on Carpet.

ASK **“How has it been working for you?”** make notes of potential problems. Just say: **“We will look into that”** (don't explain problems at this point until you look at the system, share your knowledge after the service - it saves time

Explain: **“The service should take 30-60 min and we will just be making noise with our vacuum. I will let you know at the end if we find any issues you should know about.”**

Do Great Work! (SEE PROCEDURES ON PAGES BELOW)

- keep your work area and yourself **tidy** as much as you can,
- minimize ash on floor or runner,
- vacuum your clothing if needed not to spread the dust around the house as you walk
- Keep runner spread nicely flat
- **Do Not lay viper or brushes on the Runner** (put it on hearth or next to stove so it does not get stepped on or leaves soot onto the runner - soot gets easily tracked from Runner onto Carpet.
- Make the area around appliance **cleaner than** before you arrived.

1st Clean the **Chimney**

2nd Clean the **Firebox** (cleaning the firebox before the chimney is a waste of time)

3rd Clean the **Glass**

4th Clean the **Area** around the Fireplace **CLEAN CLEAN CLEAN!**

Give **Oral report**, explain problems if needed.

Leave **FATWOOD** and **WOODBURNING HANDBOOK** after sweeps. (if applicable)

Ask **“Would you be able to write us a check today?”** Make Payable to Tahoe Chimney & Fireplace.

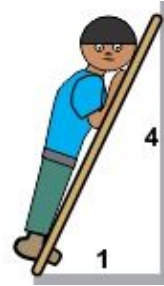
Ask **“Would you like us to call you next year?”** If YES, write REGULAR in App Notes. Leave a **Business Card** and say “Give us a call anytime with any questions!” “Thank You, Have a Nice Day! Remember to SMILE.

Update info on Service Fusion App: Make **Notes**. Fill out **Custom Fields**, Upload **photos of Appliance, Chimney and anything relevant.**

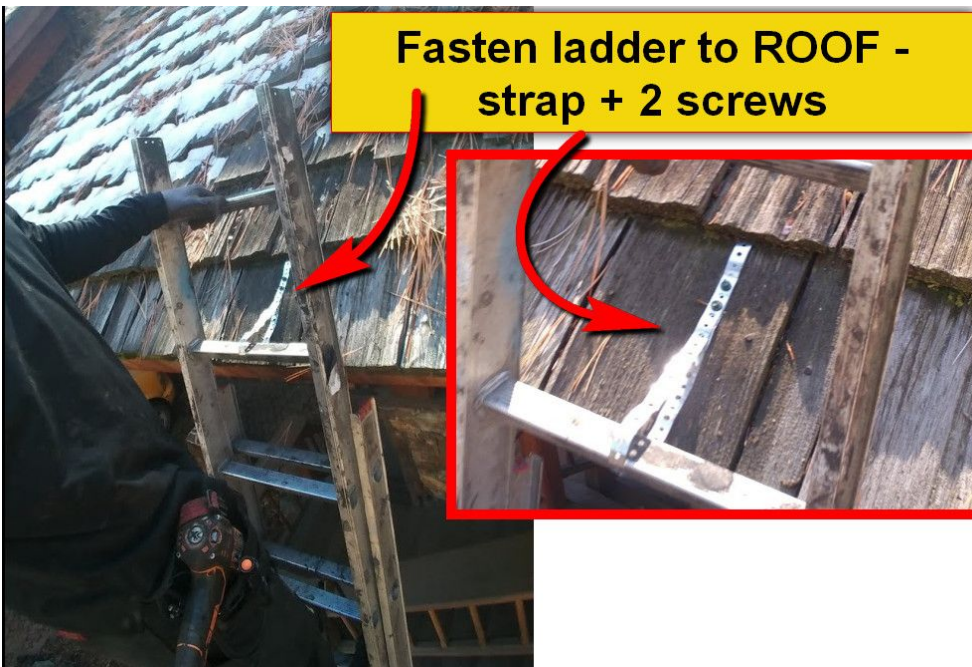
LADDER SAFETY

Procedures

1. Use **1x4 Rule** for ladder angle



2. **Attach** the ladder to the roof for safety





3. Use ladder **hooks** + **Three 1.5" long screws** for ladders laid on the roof (one person on ladder at a time). When you remove hooks later - leave screws in the roof.

4. Dig a **grove in the ground** for ladder footing



5. Dig an **extra 5" deep groove on sloped** surfaces

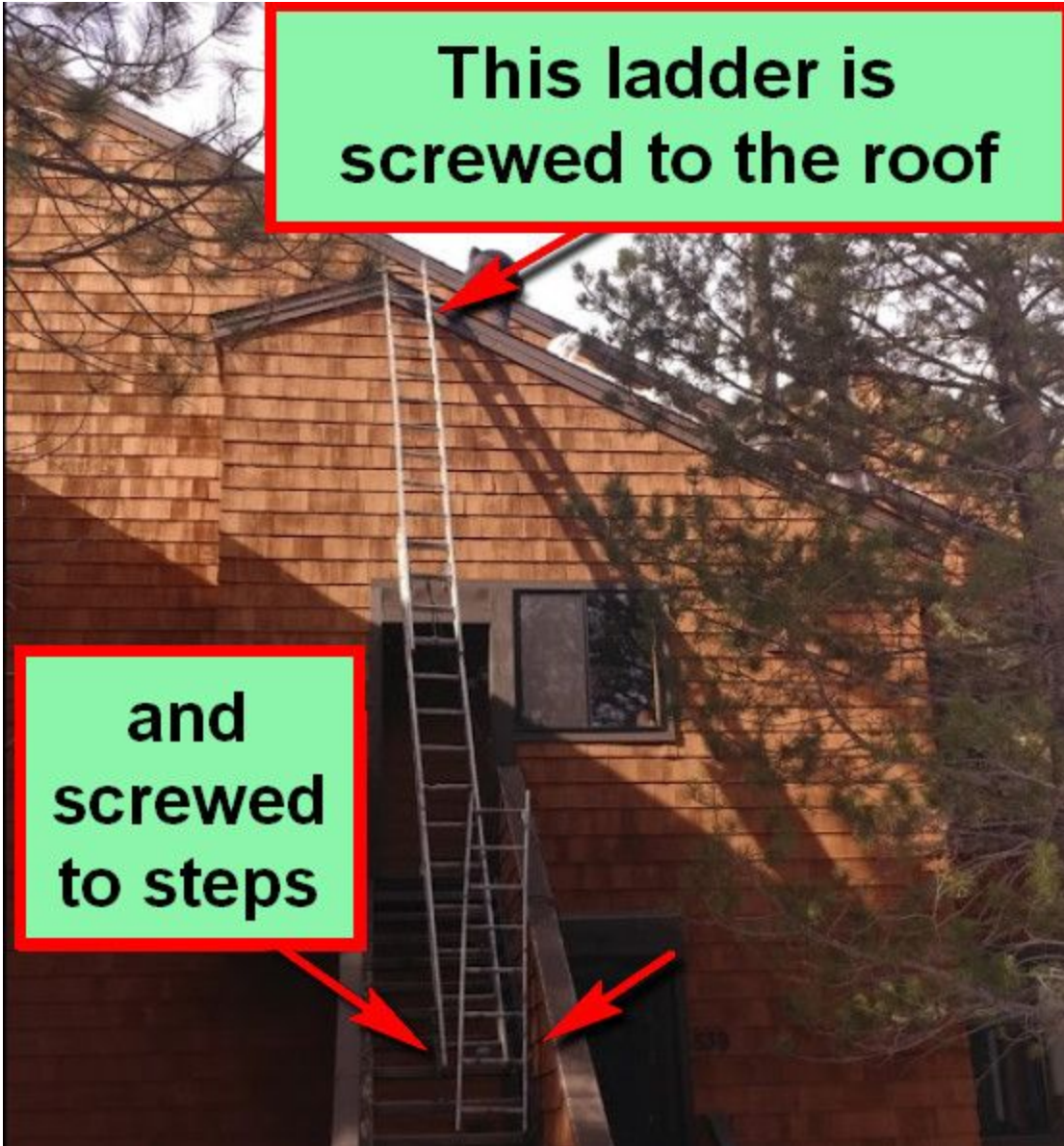
6. Screw ladder feet to deck in slippery conditions (with roofing screws)

7. Always **face the ladder** when walking down on roof (or you'll fall forward and tumble)
8. Be Extra careful when working with SILICONE! It will make roof and ladder extremely slippery.
9. DO NOT put screws into a "screwless" roof, before you consult with the Client. Let them know: ***"As a precaution we always screw a ladder hook onto the roof. The screws we use are professional roofing fasteners and they do not leak after we leave them in your roof. I understand if you still prefer no screws used, but it may make chimney access much harder/impossible"***



**This ladder is
screwed to the roof**

**and
screwed
to steps**





lay ladder flat on roof

Dig into the snow To prevent ladder from sliding away

TOOL SAFETY



**Wear gloves
AT ALL TIMES!**



Stitches are expensive, painful and no work for a week or longer



Wear Goggles!



When using Sawzall, Skilsaw, Grinder or Drilling into metal



