



DRAIN & SEWER EXPERTS

Sample Chapter from our ZOOM DRAIN Operating Manuals.

Greetings!

At ZOOM DRAIN, for every position, we have documented detailed, specific Procedures which we use to train, hold accountable, and help team members be super successful. Below is a sampling of a few generic Procedures, which are similar to the Manuals we use to build our franchises. Take a look and you may see the value of having written Procedures. (No more, "I told a thousand times!" and "No you didn't" back and forths!) You may want to customize them for your company, or find out more about our ZOOM DRAIN systems.

Take a look! [And reach me with any questions...](#)

All the best,

Ellen Rohr - President ZOOM DRAIN Franchise Company, LLC.

Employer - Employee Relations Manual:

If Injured on The Job:

The decision to seek immediate medical attention for a job-related injury is always at the discretion of the Employee.

We do, however, strongly suggest that any Employee with an eye injury have it attended to immediately by a medical professional.

If an Employee decides he cannot continue working, he must make the office supervisor aware of his decision and then go to his personal physician or the hospital emergency room. If injured, the Employee must not just go home. Employee must complete a job injury form, which he can obtain from his supervisor. If an employee is out on Workers' Comp for four (4) weeks or more, he must turn in their uniforms, cameras, beepers and any other Company property.

Any Employee who takes a Company vehicle home, and is out on Workers' Compensation for ten consecutive working days or more, must leave the Company vehicle at the Office.

Emergency Room Visits:

Before going to the hospital emergency room during working hours, the Employee must notify the Office Supervisor. The Employee must always carry his health insurance card.

Minor Injuries Received on the Job:

The Company considers bumps, cuts, burns and abrasions minor injuries. An employee who receives a minor injury should treat himself and use his own discretion if further treatment is required.

First-Aid Kits:

The Company provides a fully stocked first-aid kit at the office. The employee is responsible for replacing the used components of the first-aid kit which is in his vehicle. The Company will provide the replacement supplies for the first-aid kit, but the Employee must ask for them.

Service Dispatch/Customer Service Representative [CSR] Manual:

General Job Responsibility:

It is up to the Dispatcher to know where all the Service Technicians/Installers and Apprentices are throughout the day. The Dispatcher keeps track of all incoming service calls by "priority" [see priority dispatch] to the available workforce. This allows us to maximize our efforts. In addition, the Dispatcher must be aware that if over booking occurs, that he reschedules based upon the "priority" section of this manual. The Dispatcher is responsible for calling the customer when the Technician is on the way to their home as well as updating those who are waiting for service.

Tools available to accomplish your job:

The Dispatcher has the following tools to get the job done:

- Text
- Cellular phones
- Computer dispatch program
- This Policy and Procedures Manual



DRAIN & SEWER EXPERTS

Dispatcher authority:

The Dispatcher has the authority for assigning what jobs will be done by which Technicians (The Service Dispatcher and Service Manager should work as a team.) If a Technician is disobeying these rules, the Dispatcher is to bring it to the attention of the Service Manager for appropriate disciplinary action.

Service Technician and Installer Manual:

Work Day Procedures:

First-Call Assignments:

At least 15 minutes before the start of your shift, unless you are instructed otherwise by a Supervisor, each Service Technician is to have reported to the Office and be ready to go to your first call. Service Dispatch will give each Service Technician his first call by text.

If there is a problem, the Technicians are expected to call a Supervisor prior to their shift. If there is no Supervisor answering these numbers when you are calling, leave a message with the Dispatcher.

Technicians in the Office:

Service Technicians should not be in the office except for the following reasons:

- A Scheduled Meeting that a Service Technician is to attend
- To research data that is only located in the Conference Room
- A Scheduled Training Session being held in the Conference Room
- An office person has requested that they come in and see them

When receiving a call, the Dispatcher must give you the following information:

- The customer's last name
- The complete address
- The nearest cross street
- Type of payment expected
- A description of the problem and any special instructions
- The most recent service history from the computer
- The Dispatch Number

The Dispatcher does not give the Technician the customer's telephone number unless the Technician needs it to get in touch with the customer for job authorization.

Upon completion of the call:

The procedure is as follows:

- The Technician lets the Dispatcher know by phone that he is clear
- The Technician will note on his Service Ticket the type of payment he has received
- The Technician will advise the Dispatcher of any follow up needed or that the job is complete

General Procedure to Follow When Quoting Prices on Work to be Done:

Always visually inspect the entire work area looking for any noticeable defects or damage. Verify with the office whether or not any of the work is covered by warranty. Any problems discovered should be brought to the attention of the customer immediately. The proposal for the work needs to have the correct description of the work and pricing in writing just as it appears in the Pricing Manual.

Make sure to verify with the office whether the customer is entitled to any discounts such as a service agreement account or for work that is an "Add On" task which is at a lower cost.

If the customer is not home, call the Service Dispatcher and let him know. Normally, the Customer Service Representative [CSR] will have a phone number to contact the owner. Let the Dispatcher tell you how to proceed. The customer must be informed of the following before starting any work:

- What work you are proposing
- What options they have
- What the pricing is for each and every option
- The warranty for each option
- Whether you need to obtain permits and if there are additional filing fees
- Approximately how long the work will take to complete
- And ask "How will they be paying today?" [see General Payment Policy]

Please note: Use the Flat Rate Price book to locate all the options you are proposing. Present the book and the listed pricing to the customer and explain what pricing option



DRAIN & SEWER EXPERTS

they may have. If a task is not in the book, you may ask for a Supervisor to help you in constructing the correct pricing and work description.

If the Customer has approved the proposal in writing, the Service Dispatcher needs to know the following:

- Approximately how long the work will take to complete
- If you have all the materials needed to complete the tasks
- Whether you will need any assistance
- Please note: If you need parts or help in performing the approved work, this is the time to ask for it.

Any exceptions need to be checked with the office

Bathroom Sink Drain Stoppage:

Diagnosing:

Did the blockage occur all of a sudden, if so is there anything missing that may have fallen into the drain?

Is it slow draining or completely clogged?

Are any other bathroom fixtures affected?

Inspect the work area: looking for access under the sink, condition of trap, leaks and pipe material. In the basement you're looking for: the length of pipe run, how many bends, location of the main soil stack, the pipe material, current pipe condition, slope of the pipe, and additional access points if it's a long run. Water test surrounding fixtures to determine if it's a stack blockage or isolated to the lavatory sink drain.

Solutions:

Once you've gathered enough information it's now time to discuss possible solutions with the customer. Technicians should always offer their customers choices. Solution A, the best technical solution or Solution B, a good technical solution if budget is a concern.

For frequent clogs or heavy build-up our Company's Best Practice is to use ZOOM DRAIN Bio on a monthly basis after the line is cleared.

It is our Company's best practice to recommend replacing all lead pipes and or any corroded piping.



DRAIN & SEWER EXPERTS

Procedures:

- Ask the Customer if they would like to remove any personal items from the work area otherwise we will happily clear it for them.
- Protect work area with red floor protector and red carpets.
- Place your trap bucket under the P-trap, hold reverse pressure on the “J” bend while loosening the trap nuts with the pliers and carefully drain sink.
- Dump contents of P-trap into your trap bucket and check for foreign objects.
- Inspect trap assembly for corrosion. Replace as required to prevent future problems.
- Determine appropriate drain snake to use based on pipe diameter, length and access.
- Position machine on red carpet or floor protector and within 2’ of drain opening.

Tip: If blockage is not in the trap, the most common blockage is where the sink drain connects into the ideal bend.

Note:

In rare instances, it may become necessary to remove the toilet and snake through the ideal bend back toward the lavatory sink. (Additional costs apply and must be discussed with the homeowner.)

- Run snake the entire length of the pipe, remove and check end for cause of blockage.
- Run snake a second time to ensure the blockage is clear.
- After snaking, remove pop up assembly and check for hair and scum build up. Clean as necessary and reassemble pop up.

Tip: Run another fixture in the house or simply flush a toilet and listen for flow at drain opening before putting everything back together.

- Reassemble P-trap, run water into sink, make sure to fill & empty sink several times to observe operation, check for leaks.
- Run sufficient water to confirm proper drainage and to confirm that there are no leaks.
- Review completed job with customer by filling up the sink and letting it drain.
- Treat the drains with ZOOM DRAIN Bio.
- Clean-up work area.