

THANKS FOR JOINING THE DIEM TEAM



DIEM WANTS TO GIVE PEOPLE MORE TIME TO DO WHAT THEY LOVE



GREET & SMILE



HAVE POSITIVE ATTITUDE & SMILE WHEN GREETING THE CUSTOMER

BE PREPARED



ALWAYS FACTOR IN EQUIPMENT NEEDED AND TRAVEL TIME BEFORE HAND.

RESPONSIVENESS



RESPOND QUICKLY TO DIEM AND CLIENTS

AVOID PHONE USE



WHEN ON JOBSITE, AVOID USING YOUR PHONE

ALWAYS ASK



IF NEEDED TO USE PHONE (OFFICE OR EMERGENCY) ALWAYS TELL THE CUSTOMER

TAKE PICTURES



ALWAYS TAKE BEFORE AND AFTER PICTURES FOR PROOF OF WORK

NOT QUALIFIED?



INFORM CLIENT YOU NEED TO REACH OUT TO THE OFFICE TO MAKE SURE JOB IS DONE RIGHT

KEEP IN THE LOOP



IF NEED HELP ON JOB, ALWAYS INFORM CLIENT FIRST BEFORE REACHING OUT TO US

CANCELLING LAST MINUTE



PLEASE DO NOT CANCEL 24 HOURS BEFORE THE JOB OR YOU WILL BE PENALIZED

THREE- P'S

Follow these tips to give the best customer experience!



BE PREPARED



BE PUNCTUAL



BE PROFESSIONAL



THANKS FOR JOINING THE MUSCLES TEAM



DIEM WANTS TO GIVE PEOPLE MORE TIME TO DO WHAT THEY LOVE



PLAN BEFOREHAND



PLAN BEFORE YOU MOVE ANYTHING

LIFT PROPERLY



LIFT FROM YOUR KNEES NOT FROM YOUR BACK

PAY ATTENTION



PAY ATTENTION TO YOUR SURROUNDS AT ALL TIMES

NO DRAGGING



DO NOT DRAG OBJECTS!

TAKE IT SLOW



GO SLOW WHEN MOVING OBJECTS TO AVOID DAMAGES

WATCH YOUR BACK



WATCH YOUR PARTNER'S BACK, LET THEM KNOW ANYTHING BEHIND THEM

SPECIAL ATTENTION



PAY SPECIAL ATTENTION ON MOVING OBJECTS THROUGH DOORS, STAIRCASE AND HALLWAYS

BE RESPECTFUL



BE RESPECTFUL OF THE OWNER'S PROPERTY

COMMUNICATE



COMMUNICATE AND WORK AS ONE WITH YOUR PARTNER

THE ABC'S

Follow these tips to give the best customer experience!



ALWAYS WORK SAFE



BE PUNCTUAL



COMMUNICATE



THANK YOU FOR JOINING THE DIEM SNOW REMOVAL TEAM



DRESS WARM



LIFT PROPERLY



OBSERVE PROPERTY

REMEMBER TO WEAR GLOVES, SCARF AND JACKET

LIFT FROM THE KNEES NOT FROM THE BACK

OBSERVE PROPERTY LINE WHEN SHOVELING SIDEWALK AND DRIVEWAYS



DRIVEWAY & SIDEWALK



PORCH AND PATH



DUMP SNOW SMARTLY

SHOVEL DRIVEWAY AND SIDEWALK

SHOVEL PORCH & PATHWAY TO PORCH

SHOVEL AND THROW SNOW ON SIDE GRASS AND NOT ON NEIGHBOUR'S SIDE



SHOVEL ANY WALK WAY



DONT BLOCK DRIVEWAY



SALT THE DRIVEWAY

IF NEEDED, SHOVEL ANY TYPE OF WALK WAY

DO NOT THROW SNOW WHERE IT BLOCKS THE DRIVEWAY IN ANY WAY

IF GIVEN, SALT PROPERLY

FOLLOW THE 3 B'S TO GIVE THE BEST DIEM SERVICE!



BRING A SHOVEL



BE WARM



BE PREPARED





SNOW REMOVAL MINI- GUIDE



- 1. Driveway
- 2. Pathway to Porch
- 3. Porch
- 4. Sidewalk

THANKS FOR JOINING THE

DIEM LAWN CARE TEAM

DIEM WANTS TO GIVE PEOPLE MORE
TIME TO DO WHAT THEY LOVE



BRING ALL EQUIPMENT



REMEMBER TO BRING ALL OF THE
REQUIRED EQUIPMENT

GREET & SMILE



HAVE POSITIVE ATTITUDE & SMILE
WHEN GREETING THE CUSTOMER

OBSERVE PROPERTY



BEFORE CUTTING, OBSERVE
PROPERTY LINE

CHECK TRIMMER WIRE



BEFORE STARTING CHECK IF TRIMMER
WIRE IS SECURED & REPLACE IF NEEDED

CHECK LAWN MOWER FUEL



BEFORE STARTING CHECK THE FUEL IN
LAWN MOWER AND REFILL IF NEEDED

BEFORE & AFTER PICTURES



TAKE BEFORE AND AFTER PICTURES
FOR PROOF OF WORK

OBSERVE GRASS HEIGHT



OBSERVE GRASS HEIGHT, IF GRASS IS TALL
ALWAYS TRIM FIRST OTHERWISE MOW NEATLY

ALWAYS CLEAN UP



PLEASE CLEAN UP ALL GRASS DEBRIS TO DUMP
IN LAWN BAG & LEAVE IT AT CLIENTS HOME

ASK IF SATISFIED



ASK CLIENT IF SATISFIED AND RETURN ALL
BORROWED TOOLS BACK TO STORAGE UNIT

TOP TIPS

Follow these tips to
give the best customer
experience!



BE PUNCTUAL



BE PREPARED



WORK HARD

