

Precision Floor & Décor - Installation Policy

As an installer of Precision Floor & Décor, you represent a significant portion of the customer satisfaction experience that we strive for. Your work with us carries a certain expectation of professionalism to represent us at high levels of quality and customer relationship. These policies are minimum standards required of your interaction with our customers. Thank you for understanding the vital role you play in our mutual business efforts.

Prior to Arriving:

- △ Wear Precision Floors apparel.
- △ Review work order and have necessary materials to begin.
- △ Arrive in a clean, organized vehicle .

Arriving:

- △ Make the Customer Comfortable with You:
 - △ Greet the customer.
 - △ Introduce self and any worker on the job.
 - △ Explain the process so they know what to expect.
 - △ Ask if they have any questions prior to starting .

While at the Job:

- △ If homeowner is present, notify if you have to leave and when you'll return
- △ Limit phone calls and go outside if you need to be on the phone
- △ No smoking on the job. (Be careful not to smell like smoke.)
- △ Keep Clean:
 - △ BE CLEAN—Clean as you go, keep dust to a minimum, vacuum regularly.

Quality of Work:

- △ Address any prep-work as you would in your own home.
- △ Be cautious of walls when carrying any new products, tools or removed products in the home .
- △ Always install hard surfaces as if moldings were not going to be installed.
 - △ You are a Professional! Do not Leave Uneven Edges.

Prior to Leaving:

- △ All areas should be “move in ready”. Customer should not have to do any cleaning prior to moving furniture or appliance back into room.
 - △ Always remove all garbage from the job site. Do not leave garbage for customer to dispose of even if they offer to do so.
- △ Ask if they are satisfied with the job. Have any questions?
- △ Provide any maintenance information (how long before they can walk on it, etc.)
- △ Address final billing. (Payments always due upon completion.) Present Invoice and Collect Payment. (If paying with a credit card, call the store to make arrangements.)