

Daily Operations Webinar

Work Orders, Customer Comments, Training, and Supervision

This class teaches how to use the Daily Operations Module to manage work orders, customer comments, training records, and supervisor replacement.
30 Minutes of Instruction + Up to 15 minutes of Questions & Answers in a Go To Meeting Format

Learning Objectives:

1. Know how to use Dynamic Work Orders and what reports support it
2. Know how to manage Customer Comments
3. Know how to manage training records
4. Know how to replace a supervisor

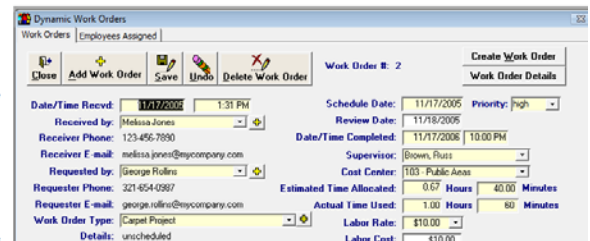
Dynamic Work Orders Continued

Assign Area(s): Guides you through selecting Customer, Facility, Section and Area(s)

Instructions: Click in the yellow box to type in the instructions.

Schedule Date, Priority, Estimated and Actual Time: Enter or select.

Supervisor, Cost Center, and Labor Rate: Select from choices



Specific Skills Learned:

Dynamic Work Orders

1. Benefits of using Dynamic Work Orders
2. Definition of variables
3. How to email a work order
4. Reports for Tracking frequency and costs of requests, Identifying customer trends, Charging customers for additional work, Managing operations, and Better understanding costs

Other

Benefits of using Customer Comments, add a Customer Comment, and email or print a reply memo
 How to track and record training for your employees, add and edit training codes, and delete training records
 How to replace a supervisor

Format and Class Availability:

Individualized Instruction:

Customized training uses a combination of the group presentation documentation and your data to provide documentation for note taking and future reference and address the specific needs of your organization.
Call to schedule training date

Group Presentation:

Class size limited to five organizations, includes documentation for note taking and future reference, question and answer session ensures your questions are addressed.

Customer Comments (5-2)

The Customer Comments function keeps a record of communications between the cleaning manager and clients or customers. A Customer is defined here as any person who either uses the Facility or has an interest in the cleaning of the Facility. A Customer may be a Client, a Building Owner, a Student, or an Employee. Who makes the comment is not as important as keeping track of comments that are made. Action can be taken regarding the comment and communicated back to the Client or Customer who made the comment.

Using this feature enables you to:

1. Capture and reply to customer comments
2. Better understand customer concerns
3. Track comments by Facility, Supervisor, Employee
4. Easily include customer comments in performance evaluations