



Environmental
Products and Services Ltd

Award Winning Technology

Environmental Products and Services Ltd

Customer Service Protocol

Schedule Appointments

Step 1: Gather Customer Information

- Collect the customer's name, phone number, email address, and service address.
- Ask about any special instructions or access requirements for the service location.

Step 2: Determine Service Frequency

- Ask the customer how frequently they require grease trap service.
- Recommend a service frequency based on the customer's usage and the size of the grease trap.

Step 3: Schedule the Appointment

- Use a scheduling system to ensure efficient route planning and minimize drive time between jobs.
- Schedule appointments based on proximity to each other to maximize efficiency.

Step 4: Confirm the Appointment

- Send a confirmation email or text message to the customer with the appointment details, including date, time, and technician's name.
- Confirm the appointment with the customer by phone or email the day before the service date.

Step 5: Record the Appointment Details

- Record the appointment details in a scheduling system or appointment book.
- Ensure that the technician has access to the appointment details, including the service location and any special instructions.

Step 2: Prepare for the Job

Step 1: Review the Job Details

- Review the appointment details, including the service location and the service frequency.
- Check for any special instructions or access requirements for the service location.

Step 2: Gather the Necessary Tools and Equipment

- Ensure that the technician has the necessary tools and equipment for the job, such as safety equipment, pump-out hoses, and grease trap filters.
- Verify that the equipment is in good working condition.

Step 3: Check the Vehicle

- Check that the service vehicle is in good working condition and has enough fuel for the job.
- Verify that the vehicle is stocked with the necessary supplies, such as gloves and safety glasses.

Step 4: Coordinate with Other Technicians

- Coordinate with other technicians to ensure efficient route planning and minimize drive time between jobs.
- Verify that the technician has the necessary contact information for other technicians in case of an emergency.

Step 5: Confirm the Appointment

- Confirm the appointment with the customer by phone or email the day before the service date.
- Remind the customer of any special instructions or access requirements for the service location.

Step 3: Arrive on Time

Step 1: Plan the Route

- Use a mapping program to plan the most efficient route to the service location.
- Take into account traffic patterns and potential delays.

Step 2: Allow for Extra Time

- Build in extra time for unforeseen circumstances, such as heavy traffic or difficult-to-find locations.
- Aim to arrive at the service location at least 10 minutes early.

Step 3: Communicate with the Customer

- If running late, call the customer to inform them of the delay and provide an updated arrival time.
- Apologize for any inconvenience caused by the delay.

Step 4: Prepare for the Service

- Park the service vehicle in a safe and accessible location near the service location.
- Gather the necessary tools and equipment and put on any required safety gear.

Step 5: Greet the Customer

- Greet the customer in a friendly and professional manner.
- Introduce yourself and confirm the service details with the customer.

Step 4: Conduct a Site Inspection

Step 1: Assess the Service Location

- Observe the service location and take note of any potential hazards or safety concerns, such as slippery floors or blocked access ways.
- Identify the location of the grease trap and the best route for accessing it.

Step 2: Check the Grease Trap

- Check the condition of the grease trap, including the level of grease and any signs of damage or wear.
- Remove the grease trap lid and inspect the interior of the grease trap.

Step 3: Record the Service Details

- Record the service details, including the date, time, and condition of the grease trap.
- Note any special instructions or requests from the customer.

Step 4: Determine the Service Needs

- Determine the frequency of service needed based on the level of grease in the trap and the customer's usage.
- Determine if any additional services are required, such as jetting or line cleaning.

Step 5: Inform the Customer

- Inform the customer of the condition of the grease trap and any additional services that are recommended.
- Provide an estimate of the cost for the additional services, if applicable.
- Confirm the service details and schedule the next service appointment.

Step 5: Complete the Service

Step 1: Prepare the Equipment

- Ensure that the technician has all necessary tools and equipment, such as pump-out hoses and filters
- Verify that the equipment is in good working condition

Step 2: Access the Grease Trap

- Use the designated access point to enter the grease trap
- Securely fasten the lid after entry to prevent spills or accidents

Step 3: Pump Out the Grease

- Use the pump-out hoses to remove the grease from the trap
- Dispose of the grease properly, according to local regulations

Step 4: Clean and Inspect the Grease Trap

- Use a scraper or brush to remove any residual grease or debris from the trap
- Inspect the trap for signs of damage or wear

Step 5: Replace Filters and Close the Lid

- Replace any filters or components as needed
- Securely fasten the lid to prevent spills or accidents

Step 6: Clean the Service Area

- Clean up any spills or debris in the service area
- Properly dispose of any waste or materials used during the service

Step 7: Document the Service

- Record the service details, including the date and time of service, the amount of grease removed, and any observations or recommendations
- Provide a copy of the service record to the customer, if requested

Step 6: Document the Service

Step 1: Record Service Details

- Record the date and time of the service
- Record the location of the grease trap
- Record the amount of grease removed
- Record any observations or recommendations

Step 2: Provide Service Report

- Provide the customer with a report of the service
- Ensure the report is clear, concise and accurately reflects the service provided
- Provide any recommendations for future service or repairs, if applicable

Step 3: Store Service Records

- Store service records in a safe, accessible location
- Ensure records are properly labeled and organized
- Ensure records are easily retrievable in the event of a customer inquiry or regulatory inspection

Step 4: Maintain Records

- Regularly review service records to identify trends or potential issues
- Use records to schedule future services and to inform customer communication

Step 7: Handle Emergency Calls

If an emergency call is received while technicians are scheduled for another job, the emergency takes priority.

Notify the technician of the emergency call and adjust the schedule as needed to ensure prompt service to the customer.

Step 1: Assess the Situation

- Determine the nature and severity of the emergency.
- Determine the availability of technicians to respond to the emergency.

Step 2: Prioritize the Call

- Prioritize the emergency call based on the severity of the situation and the availability of technicians.
- Communicate the prioritization to the customer, if appropriate.

Step 3: Dispatch Technicians

- Dispatch technicians to respond to the emergency call.
- Ensure that technicians are equipped with the necessary tools and equipment to handle the situation.

Step 4: Communicate with the Customer

- Provide updates to the customer on the status of the emergency response.
- Provide an estimated time of arrival for the technicians.

Step 5: Document the Service

- Document the service provided during the emergency response.
- Record any observations or recommendations for future service or repairs.

By following this Customer Service Protocol, your technicians will be able to service grease traps more efficiently, while also ensuring high-quality customer service. Remember, the main priority when getting an emergency call is to address the emergency as quickly as possible, while also communicating effectively with the technician and customer to minimize any disruption to the schedule.