

# Pronto Plumber

## Rules Of The Game

### Introduction

At the end of the day we are all playing a game, a very serious one but a game none the same. To remain fair and competitive for the team any game must have rules. After all a game without rules is really just a free for all, maybe unsporting and definitely confusing.

Let's be clear on this, team is all of us, engineers, office, apprentices and trainees, subcontractors and the business owner. If we each pull our weight and play the game together we can move faster, sharper and in the right direction

So with some help we have developed our rules of the game, taking in rules and structures already defined elsewhere, such as our vision and mission statements. This is your rule book to "**Playing the game at Pronto Plumber**".

Game on – so enjoy it

It's often the case that our customers will receive a copy of our Customer Charter before you ever meet them. This sets out very clearly the rules we play by when dealing with a customer. Please read it and make sure that you understand it.

At Pronto Plumber we expect the customer to be extremely happy when they've dealt with us. That way they come back more often, they recommend their friends and family. That way the business grows and remains healthy. That way you can grow within the business and your job is always secure.

### Tight rules and loose rules

Rules can be tight or loose. We have both. As you read these rules you should be clear as to whether a rule is tight or loose. Loose rules give you an element of freedom to make a choice, whilst still being accountable and responsible for your choices. A tight rule will usually define the required action or result and leave little room for misunderstanding.

So we stick precisely to tight rules; we have loose rules for guidance.

Imagine a game of football – you can run around freely inside the lines defining the pitch and boxes, this is a loose rule giving you freedom of choice in where you go. Now if you cross the outside lines with the ball or if you foul inside the box, the rules become very tight. Suddenly you have few or no options as to what to do next, it's a throw in, a goal kick or corner, or even a penalty, and if it's well out of line you could get the card.

## **Support risk taking**

We support “risk taking” by our team when you’re representing the company. Let’s be absolutely clear. That means making an informed and considered decision about how best to deal with a given situation that is outside the scope of the work you were called in to do. Or where you were called in to do some diagnostic work and it’s relevant to provide the customer with a solution there and then. Or where a customer calls into the office and needs you to make a quick decision.

In summary, make your decisions informed and considered and we will always support you, even if you get it wrong.

For detailed guidance see our detailed guide and processes for supporting risk taking when dealing with a customer

What we will definitely not support, on or off site, is non compliance with the incident policy, non compliance with health and safety regulations, or anything that clearly does not comply with these rules of the game, our culture statement or the customer charter.

## **Customers - how to treat them**

Let’s assume that just by respecting everyone, you’re off to a great start.

A business with unhappy customers is no place we would ever want to be.

So always ...

- Introduce yourself and greet your customers with a warm and friendly smile (it may not just be you having a bad day)
- Be courteous. Courtesy is cheap but its value is priceless
- Be friendly, talk to customers, build a relationship
- Respond to their needs, and quickly
- Communicate clearly and effectively, use better words, ask and respond to questions with better words, and sometimes ask better questions

### **What customers expect – what they really expect ...**

- Some “WOW”, in fact lots of it
- Great service (that’s down to us, we tell them that’s what we do, great things in a great way, normal is not great and it certainly isn’t “WOW”)
- The right information at the right time. Don’t cause them undue concern for no reason
- That you will respect them, their home and property, protect them, their home and property
- Don’t want to be kept waiting, and they want you to care about their needs
- Quick and knowledgeable responses to their queries

### **Guarantees**

We offer a range of comprehensive guarantees to all of our customers. This is what we say in our customer charter:

- We guarantee there will be no dust and no mess, or there will be no charge
- We guarantee there will be no damage to your property, or there will be no charge
- We guarantee to give outstanding service and to be polite and professional at all times, or there will be no charge
- We guarantee you will only be asked to pay what has clearly been agreed in advance with you
- We provide as standard a 13 month guarantee on all our plumbing work and a 24 month labour only guarantee on our larger “project jobs”

So if we don’t live up to our word, it’s us who pays, not the customer.

## **Our image**

Where does it come from ... our desire to be better than the rest ...

We have worked hard to build our image. It can be lost in a second.

We have been fortunate to receive excellent feedback from many of our customers, business partners and friends. They say that our image is 2<sup>nd</sup> to none, that's something worth being proud of, something worth maintaining. It's an image our customers love and gladly buy into.

Clothing, personal appearance and image ...

To maintain and build our image we need to be consistent in every area of our business. You are provided with the work clothing and uniforms to enable you to look and act as a team, to actively demonstrate your pride in your company. It goes without saying that this relies on you personally taking care and pride in your image. As far as is possible, given the work we do, your appearance should always be clean and tidy. We're not on parade but all impressions count.

Cleanliness ...

It's all around you in everything you do; if it's not you should be doing something about it. That means clothing, office, stores, vans, customers' property, paperwork and as far as practicable your working environment.

## **Team, team, team**

Team game, game on ...

By now, you should have gathered that by being part of the team we are all expected to give full commitment to the team so we can meet with the company's vision and mission and our culture statement.

There is no place for heroes here, what is good for one is good for us all.

Management team

They will respond to a team member's queries and requests quickly. They will make sure that all policies and changes are for the good of the business and the team. They will continue to develop and strengthen the business by providing new and innovative ways of developing new business or improving on its current market. They will provide excellent working conditions and opportunities for the team to develop and grow as agreed in the culture statement and rules of the game.

## Success ...

Successes are there to be shared and enjoyed by all. We practice and work hard for our successes, we should celebrate them when they come. A good job well done, a delighted customer, a recommendation made and a challenge overcome

## Learning ...

Your own knowledge and skills will be a driver to help you push forward through boundaries, excelling beyond where you are already excellent.

If you can never know it all, what is it that you do not yet know? To find out you will have to learn new things, that way at least you know what you do know.

## Commitment ...

It takes great inner strength and determination to be fully committed.

We will always be accountable for our own actions and outcomes and take ownership for the results. We will not blame others.

You will always be willing to assist others in their learning and take enjoyment in helping them with their development.

## Communication ...

*"I know that you believe you understand what you think I said, but I'm not sure you realise that what you heard is not what I meant"*

**Robert McCloskey**

The quality and value of communication with the customer and your team will almost always determine the quality and value of the outcome – what you put in is what you get out. So true 360 degree communication.

All information should be timely, and be put across clearly and accurately. It should be steered and driven in the right direction

The office team will help and support you, and keeping them informed of job progress is vital as we manage customer expectations and the workload. You must call into the office each morning as close to 10:30 a.m. as you can reasonably achieve, and each afternoon as close to 3:00 p.m. as you can reasonably achieve.

## Timekeeping ...

We strive to be on time for all jobs. Call your appointments ahead, giving them an indication of your ETA. But delays happen. If you're going to be more than 5 minutes late for any reason, you must phone ahead and let the customer know.

## **The job**

Right first time, what ever the job ...

To get things right first time is hard to beat when it comes to efficiency and customer service. If for any reason this doesn't happen, put things right quickly and within a timeframe agreed with the customer

Customer perception ...

When it comes to customer perception, the customer is always right, whether we like it or not. What they perceive as great service is their own reality; their expectations are their own reality, whether they be reasonable or otherwise. Never argue with a customer.

Always bear in mind what is likely to affect how they perceive our service, whether they come back and use us again, and if they will recommend us to their friends and family. This list gives the most common sources of positive and negative perception.

What influences customers positively	What influences customers negatively
<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Arriving on time</li> <li><input checked="" type="checkbox"/> Warm, pleasant greeting</li> <li><input checked="" type="checkbox"/> Be polite and friendly</li> <li><input checked="" type="checkbox"/> Van parked considerately</li> <li><input checked="" type="checkbox"/> Organised and tidy work area (where possible)</li> <li><input checked="" type="checkbox"/> Clean and tidy personal appearance</li> <li><input checked="" type="checkbox"/> Problems or job done right first time</li> <li><input checked="" type="checkbox"/> Customer's property is respected and protected</li> <li><input checked="" type="checkbox"/> Customer is kept informed as the job progresses</li> <li><input checked="" type="checkbox"/> WOW factors, going the extra mile for the customer</li> <li><input checked="" type="checkbox"/> Customer concerns are listened to and addressed</li> <li><input checked="" type="checkbox"/> We're efficient and reasonably flexible</li> <li><input checked="" type="checkbox"/> Value for money</li> <li><input checked="" type="checkbox"/> What other people say that's good</li> </ul>	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Arriving late with no prior notice</li> <li><input checked="" type="checkbox"/> No greeting, no smile</li> <li><input checked="" type="checkbox"/> Little or no communication, profanities</li> <li><input checked="" type="checkbox"/> Van parked where it interferes with access</li> <li><input checked="" type="checkbox"/> Untidy work area, visible lack of organisation</li> <li><input checked="" type="checkbox"/> Little care and attention to personal appearance</li> <li><input checked="" type="checkbox"/> Customer left to discover faults with work</li> <li><input checked="" type="checkbox"/> Taking risks with customer property</li> <li><input checked="" type="checkbox"/> Customer not made aware of progress</li> <li><input checked="" type="checkbox"/> Customer concerns not listened to, or dismissed</li> <li><input checked="" type="checkbox"/> We appear to be bureaucratic and far too structured</li> <li><input checked="" type="checkbox"/> Too cheap or far too expensive</li> <li><input checked="" type="checkbox"/> What other people say that's bad</li> </ul>

## Systems

Every business needs systems, some more than others, some more complex than others, they need them all the same. A business without systems is a difficult operation to manage, it's like big bad dog, always hungry, never happy, always barking and a job to control.

Please use and abide by the systems, they are there for good reasons, they provide guidance and structure to many of our tasks, they ease cyclic procedures, such as paying the wages. Systems will make your job easier when used properly.

## Marketing and sales

Marketing ...

The greatest marketing tool we have is the quality of the work we do and the impression we give the customer and everyone we come into contact with when we are representing the company.

Sales ...

We are all responsible for sales; if you see some work that needs attention in a customer's property, ask them politely if they realise it requires attention. If you see an opportunity for us to provide additional services and you're not confident about talking to the customer at that point, let the office know so that it can be followed up.

## Diversity

Our policy on diversity for our customers ...

We will at all times value and respect all aspects of the diversity of our customers.

All customers are treated equally, irrespective of their background or how much they spend, no one customer is more important than another.

All customers are entitled to outstanding service.

**Just like any successful sporting team – train hard, train as a team, train and work smart, continually work to improve your abilities.**

I hereby agree to comply with the rules of the game set out above

.....

Date .....

# Pronto Plumber

## *15 Points of culture*

### 1. Commitment ...

I give myself and everything I commit to 100% until I succeed. I am committed to the Vision, Mission, Culture, Customer Charter, Rules of the Game and success of **Pronto Plumber**, its current and future team, and its customers at all times. I always recommend products and services of **Pronto Plumber** prior to going outside the company.

### 2. Ownership...

I am truly responsible for my actions and outcomes and own everything that takes place in my work and my life. I am accountable for my results and I know that for things to change, first I must change. I will strive to continually develop myself in areas of greatest importance for change.

### 3. Integrity...

I always speak the truth. What I promise is what I deliver. I will show willing and intent upon any agreement that I make whether written or verbal. I will clarify any misunderstanding and disagreements immediately.

### 4. Excellence...

Good enough is usually only just OK. It's a fair distance from excellence

Excellence is the goal I am aiming for, I always deliver products and services of exceptional quality that add value to all involved for the long term, establishing value and trust. I look for ways to do more with less and stay on a path of constant and never ending improvement and innovation.

### 5. Communication...

I speak positively of my fellow team members, my customers and Pronto Plumber in both public and private. I will not use or entertain degrading, foul or abusive language at any time, my communication values are better than that. I acknowledge that what I am told at that time as being true of the speaker and I take responsibility for my responses to my communication.

I will ensure that my communication is clear and timely and will ensure that I understand what I have been told.

I greet and say goodbye to people using their names. I always apologise for any upsets first and then look for a solution.

### 6. Success...

I totally focus my thoughts, energy and attention on the successful outcome of whatever I am doing. I understand that my successes will be as a result of my input. I am willing to win and allow others to win: Win/Win.

At all times, I display my inner pride, personal confidence and ability. I am a successful person.

## **7. Education...**

I learn from my mistakes. I consistently learn, grow and master so that I can help my fellow team members and customers learn, grow and master too. I understand that my personal continued development will lead me to better outcomes in my life. I allow others to make their own intelligent decisions about their future, remembering that it is their future. I impart practical and useable knowledge rather than just theory.

## **8. Team work...**

I am a team player and at times I may have to be a team leader. I do whatever it takes to stay together and achieve team goals. I focus on co-operation and team spirit. I am flexible in my approach to work and able to change if what I'm doing is not working. I ask for help when I need it and I am compassionate to others who ask me. I understand that working as part of a team I can better enjoy the results of our common goals.

## **9. Balance...**

I have a balanced approach to life, remembering that my spiritual, social, physical and family aspects are just as important as my financial and intellectual aspects. I complete my work and my most important tasks first, so I can have quality time to myself, with my family and also to refresh and renew.

## **10. Fun...**

I view my life as a journey to be enjoyed and appreciated and I create an atmosphere of fun and happiness so all around me enjoy it as well.

## **11. Systems...**

I always look to the system for a solution. If a challenge arises I use a system correction before I look for a people correction. I use a system solution in my innovation rather than a people solution. I follow the system exactly until a new system is introduced. I suggest system improvements at my first opportunity. I understand that the use of systems will aid me to achieving my goals with the least effort.

## **12. Consistency...**

I am consistent in my actions so my customers and team mates can feel comfortable in dealing with me at all times. I am disciplined in my work so my results, growth and success are consistent.

## **13. Gratitude...**

I am a truly grateful person. I say thank you and show appreciation often and in many ways, so that all around me know how much I appreciate everything and everyone I have in my life. I celebrate my wins and the wins of my customers, and team. I consistently catch myself and other people doing things right.

## **14. Diversity...**

I will at all times value and respect the diversity of my customers and my team members.

## **15. Abundance...**

I am an abundant person, I deserve my abundance and I am easily able to both give and receive it. I allow abundance in all areas of my life by respecting my own self worth and that of all others. I am rewarded to the level that I create abundance for others and I accept that abundance only shows up in my life to the level at which I show up. Abundance should not be viewed as greed, we can all have more or less of the same and still be the person we choose to be.