

	Work Instruction	W0021
		1 of 1

Work instruction:	Date Raised
Completion of job	18.06.2012

Work Description
<b>Essential tasks upon completion of each job</b>
<b>Instruction</b>
<ol style="list-style-type: none"> <li>Once completed, make sure all reinstatements are to a high standard, plenty of photos are taken, site is clean and tidy.</li> <li>Make sure you have done all works that have been instructed to reduce likelihood of return visit.</li> <li>Complete all paperwork with digital pen, include detailed history and recommendations to resolve problems or any damage to drain lines and further works.</li> <li>Explain 'what happens next' to the homeowner, i.e. all information is returned to the office for analysis, a report will then be produced which will be forwarded to our client.</li> <li>Show the homeowner the reinstatement and confirm that they are satisfied.</li> <li>If any mess has been made please ensure that you have brushed/washed the areas down and that they are now clean.</li> <li>Do not leave site until you are confident that you have the answer to the problem. If there is any doubt, phone the office and speak to the Technical Team whilst still on site, this will again reduce the likelihood of a return visit.</li> <li>Auger aim to report back to customers/insurers on the same day. It is imperative that you use MEA to upload your BFS information prior to leaving site. Videos will be uploaded later when you enter a WIFI Zone.</li> <li>Say goodbye to the homeowner.</li> </ol>
<b>Responsibilities</b>
<b>Engineers</b>
<b>Key Objectives</b>
<b>Ensure customer satisfaction and quality information transmitted to office</b>