

“How can I get more water damage jobs?”

Wouldn't it be great if your water damage losses:

- A) Ran smoother with a delighted customer at the end of the job *and* ...
- B) You had adjusters fighting to get you in on their loss *plus* ...
- C) You could make a lot more profit from your restoration work????

Do you want all these things? Then you must learn to work with the frazzled, traumatized emotions of the Insured! Remember that when you show up at a flooded building it is absolute chaos. So you need to tactfully and smoothly “take control” with a clipboard and this Water Damage Customer Interview (WDCI) Form.

Keep it simple. Calmly and confidently introduce yourself to the Insured, mention why you are there and explain that you need to ask them a few questions during a quick “tour” of the damage. As they reply to each question be sure to write it down on your WDCI form. Filling out this form “structures” those first few chaotic minutes on the loss and gains you respect!

[Let me know how this Water Damage Interview Form works for you!](#)

Steve Toburen

If you like this WDCI form, you'll love *Strategies for Success*-

Invest 5 days with Strategies for Success (SFS) and you'll gain **years** of experience in measuring your financials, creating a marketing plan and building a true infrastructure in your business.

Do you struggle with any of the challenges below? Then just click for the solutions! Remember, this is just a taste of the proven “Success Resources” SFS will give you:

- [Sick of being “on-call” 24-7 for water damage losses?](#)
- [How to get plumber water damage referrals for free](#)
- [Finding temporary restoration workers](#)
- [How can I get more water damage restoration jobs?](#)

There is no other program like SFS. Interested? Call your Jon-Don rep or follow these links:

- [Frequently Asked Questions about SFS](#)
- [Why should I invest five days of my life to attend SFS?](#)
- [Here is what you will learn at SFS- day by day.](#)
- [Skeptical with all the "snake oil" out there? Read what our members say...](#)
- [Read these SFS Member "bios" of what happened after SFS!](#)

Remember, SFS has transformed the lives of almost 3,000 people in the cleaning and restoration industry. **Why not you?** I urge you to investigate SFS.

Steve Toburen

Water Damage Customer Interview Form

Filled out by office:

Name: _____ Date: _____ Day of Week: _____
Job Address: _____ Time of Call: _____ P.O.C.: _____
_____ Phone Local: _____ Away: _____
Billing Address: _____ Hub. work: _____ Wife work: _____
_____ Other phone: _____
Insurance Co: _____ Agent: _____ Phone: _____
Insurance Adjuster: _____ Contact: _____ Phone: _____
Floor Underneath: Concrete Particle Board Red-X Plywood Hardwood T&G Other _____
Is this a "5th Generation" carpet? Yes No Clean Sewer How long wet? _____
Type of Carpet: glued down stretched in Power: On Off Heat: On Off
What happened? _____

Directions to home: _____

On-site Initial Interview/Inspection

Introduction- Full name, company, reason you are there. (Call customer by last name.)

Customer interview:

1. "Have you identified where the water came from?" _____
2. "Are there any unsafe conditions that you know of?" _____
 - a. Electrical items/plugs wet? Where are the breakers? _____
 - b. Sagging ceilings due to water? _____
3. "Can you show me the source of the water?" _____
4. "Has the in-flow been stopped?" _____
5. "Does anyone in the family have any unusual health issues?" _____
6. "Do you have any special concerns?" _____

7. "Can you give me a tour of the affected areas and as we go please share any questions that you have. With your permission, I'll also be checking areas that may not appear to be wet for any hidden water intrusion." (Be sure to ask permission before opening any closed doors, cabinets, furniture, etc.) List out affected areas along with any special observations: _____

Loss Review/Damage Containment Planning

1. "Let me review your concerns and questions ..."
2. "Here is what I will be doing right now as part of what we call Damage Containment. (Itemize the steps you will be doing today and the equipment you will place along with your estimated time for drying.) This step will dry and stabilize the home and prevent further damage. This first step will also allow you time to coordinate between your insurance company and our office."
3. "I will need you to sign this authorization allowing us to start work on this Damage Containment phase."