

“How can we be more productive on the job?”

The **Vision**: Do you want ...

- To super charge your business profits?
- Employees who are more efficient? (And less tired on the job?)
- Would you like to impress customers with a smooth running operation?

The **Problem**: We are all scattered, disorganized (and often tired) people!

The **Solution**: Develop a routine, “step by step” (literally!) Restoration “Set-up List”

Think about it. Your employees (and you) are too often a) running behind, b) deep down tired, c) distracted and/or d) forgetful. (Choose one or more of the above!) In our SFS seminar we preach “*make it easier to do it right than to do it wrong*”! So therefore...

The quick**FIX**: A Water Damage “Set-up List” that organizes each trip up to the house.

Of course, in restoration you must consider the emotions of the home owner. So note how this Set-up List also focuses on your client. (You can also check out our Moment of Truth QuickFIX checklist.) Or even better just attend our Strategies for Success seminar!

Let me know how this Water Damage Set-up list works for you!

Steve Toburen

If you like this set-up list, 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 perform “triage” in major water damage events](#)
- [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

Emergency Water Damage Set-up List (Residential)

Trip	Crew Chief carries/does:	Next step	Assistant carries/does:	Notes
1	Clipboard w/ Water Damage Customer Interview Form , Job Folder w/ business card, Hydroshark water sensor , 8-in-1 meter , thermal imaging camera , sticky mat and rolled up entrance mat	Introduces employees-- puts down entrance mat outside and sticky mat inside	Water Damage (W/D) Briefcase*, W/D case of trash bags, cotton towels , blocks and sticky tabs plus W/D tool box with PPE along with carpet wand - Installs Door Guard if needed.	Asks customer if they can start setting up outside- (leave carpet wand on ground outside of traffic lane)
2	Wipes feet or puts on shoe covers , gives client their business card. Asks permission for Assistant to park close to home.	Asks for a “tour” of the affected areas- focus on conditions requiring PPE	Moves truck-Runs extraction hose up to front entrance and leaves enough Corner Guards and extra walk-off mats to protect entire hose run through home	NOTE: Be careful with plantings and flower beds.
3	Tours home w/ client while writing down and/or testing “ <i>areas of special concern</i> ”. Asks client if they may check for water intrusion in adjacent areas (explain why) (Use thermal imaging camera if needed)	Ask permission for assistant to start blocking or moving furniture “ <i>to prevent further damage</i> ”	Stockpiles extra coiled vac hose at entrance. Places Corner Guards and rolls out Carpet Shield protection in access traffic lanes. Also puts cotton walk-off mats at carpet/hard floor transitions in home.	Start “ <i>clearing the decks for action</i> ”- moving personal possessions to an area(s) approved by home owner
3(a)	Sits down with customer, gives overview of loss and fills out Initial Water Damage Containment Form- gets signed work contract	Asks client if may start bringing in extraction equipment	After checking w/ Crew Chief carefully places extraction hose and carpet wand in designated starting place	Loss may require using the Rover High Volume Extractor
4	Determines any damage to contents, starts detailed inventory (take photos of any pre-existing damage)	Decide what to do with damaged contents	Starts extracting water or bringing other equipment or air movers in to home	
5	Call office for any additional equipment, personnel or sub-contractors needed. Also call in with any unsafe working conditions.		Runs vacuum and solution hoses from truck up to entrance- places interior vacuum and solution lines at entrance	Use “hose control stakes” to protect plantings

NOTE #1: Early in loss Crew Chief should determine an approximate quantity of [air movers](#), [dehumidifiers](#) and/or [HEPA air filters](#). Then any trip with “spare hands” coming from truck should carry up equipment and stockpile near front door or put in place at direction of the Crew Chief.

NOTE# 2: This list only guides the initial set-up for the W/D loss until actual work begins.