



THE SNOW MILLIONAIRE MASTERY *Intensive*

Support System Module Pre and Post Season Work Orders

The objectives of these work orders are to understand the scope of work of a site before the first snowflake hits the ground. These work orders also help with the owner of property or the manager by clearing up issues with both the contract and the manager's needs and wants.

The pre-season work done at a site will resolve so many work related and so many damage / insurance issues. And this is where your company and the managers resolve the scope of the work with the contract and the scope of the work with the manager's expectations.

A few years ago – or maybe a bit more than a few – the year was 2006. In a small New England town this particular snow season our company was obtaining snow contracts by the boatloads and signing them in the months of August and September.

In our perfect sales world of clients signing contracts when they should be signing them (that statement is oozing with sarcasm) we had at least a month to prepare our team with all the pre preparations. Things like organizing the equipment, paperwork, tools, and also the time to prepare the site with areas such as maps, drawings, staking, and layout of the site.

Damn this perfect world.

Then about 5 days before a forecast of a snow event our best client calls us with quite the dilemma on their hands. Frantic they were... calm and prepared we were. However it turned out they had snow sites that they couldn't get anyone to do!

Now you know I'm going to say "DON'T DO THIS!" Don't accept last minute work when you don't have the opportunity to prepare. But I think you know exactly what we did...

I've had the "pleasure" of accepting new snow work in the month of December... and the unpleasantness of looking into the eyes of my employees to tell them the news.

Not to mention that the new contract was in the magnitude of 2 malls, 4 super grocery chain stores, 2 office strips, and a couple of Toys R Us.

Oops.

I tell you this story for the reason that when you set up the site before the season... the surprises are eliminated. The workers go to a site that was prepared and they go to a site that they understand.

If you enjoy annoyed employees and poor client results then the last minute approach is definitely for you. However I finally learned my lesson when it came to doing the right preparation beforehand.

So let's look at how you do this.

Pre and Post Season Work Orders

There are three pre-season work orders and 2 post-season work orders.

The pre-season work orders help:

- Prepare the site for the snow season with staking the property and hazards.
- Prepares the crew on how to do the site and what to do where.
- Meet with the property manager to discuss needs and the contract.
- Prepare the site with equipment and materials that may be stored on site.

The post-season work orders help:

- Review the site at the end of the season.
- Repair any damage.
- Collect any materials and equipment.
- Sign off with the management.

Let's look at a brief description of each work order. These work orders can be done separately or they can be put together.

1. Snow Preseason Site Salesperson

This work order is for the salesperson and the property manager to review the property, the contract, and the equipment needs. The salesperson reviews all the nuisances of the property: staging areas, problem areas, timing issues, and any snow related issues. The salesperson reviews the contract with the manager. This makes sure that the manager's ideas and the contract are the same.

The salesperson helps production with noting the truck and equipment needs.

2. Snow Preseason Site Production

This work order helps complete the client profile, site understanding, and stake the property and danger areas. Some of the info collected:

- Site Photos of lots, sidewalks, docks and entrances.
- Video of all areas for large sites.
- Drawn maps w/color indicating entrances, walks, door ways, obstacles, lot, snow storage.
- Measurements of walks, lots, dock and entrances.
- Damaged Area Photos - Take photos of all damaged areas.

3. Snow Preseason Equipment / Material Drop Off

This work order delivers the equipment and the materials needed on a site before the season begins.

4. Snow and Post Season Equipment / Material Pick up

This work order picks up the equipment, materials, and stakes on the site after the season has been completed.

5. Snow Post Season Assessment Work

This is the end of the season work order. It assesses the damage of the snow season and assesses the labor and material estimates to fix the damage.

By using all these Pre and Post Season Word Orders you will find your production team will run a lot more smoothly. There will be less hassles, issues with clients and damage to the property when properly set up.

It also helps you know that the work you've been contracted to do will be carried out correctly within the budget and you'll actually make a profit at the end of the season.