

GET MORE DONE WHEN SHORT STAFFED



MARK CUKRO 1-704-363-6236

WWW.SERVICETEAMTRAINING.COM



How much **time** does each **interruption add** to a task? _____

How much does it cost you?

$\$.33 \times \text{___m} = \$7.59 \text{ per interruption} \times 300 \text{ days} = \_____
per technician in unproductive payroll

Make sure **everyone understands** the difference between **urgency** and _____

What is the root cause?

1. **Awareness** – surprised about anything? Experience and perspective
2. Personnel – enough employees – office, svc., specific person
3. Behavior – training and hiring
4. Communication – training, meetings, briefings, modeling
5. Skillsets – Trades, electrical, HVAC, carpentry etc.
6. **Resources** – tools, products
7. Engagement – how often and how
8. Processes – intuitive – simple to understand
9. Technology – ease of use

General Notes:



What time of day are you MOST productive?

1st 2 hours of the day

2nd 2 hours of the day

3rd 2 hours of the day

4th 2 hours of the day

What time of day are you LEAST productive?

1st 2 hours of the day

2nd 2 hours of the day

3rd 2 hours of the day

4th 2 hours of the day

What are the top 5 service requests
per quarter?

Q1 Top 5 Work Orders	Q2 Top 5 Work Orders
Q3 Top 5 Work Orders	Q4 Top 5 Work Orders



General Notes:

Greatest Potential

1. **Platforms** that are intuitive and simple with good workflow.
2. **Modern TOOLS, resources and equipment** – not only a platform.
3. **Training** from the most basic hardware to troubleshooting.
4. Getting relevant and **helpful information** to the field.
5. **Take on realistic goals** and schedule accurately.
6. **Do not over-commit** – know what is doable.
7. Set and agree priorities to distinguish between **urgent and important**.
8. **Build in flexibility** to cope with anything unexpected.
9. **Everyone on the team has EVERYTHING they need.**

Write below what you will work to improve immediately:



Technical Courses

CFC/HVAC Certification (**The NEW EPA 608**)

CPO Certification (National) 2 day

HVAC Fundamentals and Troubleshooting

HVAC Intermediate Troubleshooting

Electrical Fundamentals and Troubleshooting (basic)

Electrical Intermediate Troubleshooting and Repairs

Plumbing Repairs

Appliance Repairs

Advanced Troubleshooting – some experience is required.

Safety For Maintenance – Fun and informative – **New**

Life Cycle of a Building – What to expect and how to prepare for maintenance services on assets by their age –

Brand New

Trends In Maintenance – What to expect in the future for the Service Department and how technology will change in the next 5 years – **New.**

Other Courses for Office and Service Teams

Effective Service Operations – **New** – How to create, build and maintain a superb service team!

Leadership for Service Managers and Supervisors

Leadership for Life

Live, Grow, and Thrive – New - How to keep making positive changes and overcoming challenges.

Maintenance for Managers

Say this not that – an insight on communication and phraseology to improve service - **NEW.**

Communication Performance

Train the Trainer Workshop

Magnetic Customer Service and Work Order Management

Silence in **NOT** Golden – How to get top notch service from everyone – a fresh new perspective in engaging customers and soliciting feedback – **Brand New**

Time Management for Multifamily – **New**

DIY - Start Saving Money Tomorrow – best practices, products, and services – **New.**

Take Action - Personal Safety and Assault Prevention – **VERY** fun and engaging.

What every Manager should know about maintenance – **New**

How to find, create and keep an amazing service team. - **New**