



# **Employee Handbook**

**Confidential and Proprietary**

**Revised 05/26/2020**

## **Mission Statement**

The Honey Do Service, Inc.® provides the best possible service in the home improvement industry, at the highest level of quality to our customers and to the community in which we live.

Our primary goal is establishing The Honey Do Service, Inc.® as the leader in home repair and remodeling. The Honey Do Service, Inc.® was chosen as one of the Top Big 50 Remodelers in 2014.

To one another we offer a safe working environment with family core values and professionalism at all times. Our success is measured by you and your peers.

This Honey Do Service franchise is an independently owned and operated enterprise and is a separate and distinct entity from Honey Do Franchising Group.

# TABLE OF CONTENTS

Introduction - Welcome.....	5
1.1 Changes In Policy.....	5
1.2 Employment Relationship.....	5
1.3 New Employee Orientation.....	6
1.4 Introductory Period for New Employees.....	6
1.5 Employee Performance Review and Planning Sessions.....	6
1.6 Definitions of Employees Status.....	7
Standards of Conduct.....	8
2.1 Unacceptable Behavior.....	8
2.2 Attendance / Punctuality.....	9
2.3 Absence Without Notice.....	9
2.4 Harassment, Including Sexual Harassment.....	9
2.5 Telephone Use, Including Cell Phones.....	10
2.6 Internet Use.....	10
2.7 Public Image.....	10
2.8 Substance Abuse.....	11
2.9 Tobacco Products.....	12
Employment Policies.....	13
3.1 Non-Discrimination.....	13
3.2 Confidentiality.....	13
3.3 Non-Compete.....	14
3.4 Outside Employment.....	14
3.5 Office Hours / Lunch / Break Periods.....	14
3.6 Personnel Files / Data Changes.....	14
3.7 Inclement Weather / Emergency Closings.....	15
3.8 Chain of Command / Job Descriptions.....	15
3.9 Use of Photographs and/or Audio-Visual.....	22
3.10 Corrective Action.....	22
3.11 Separation of Employment.....	22
3.12 Safety.....	23
3.13 Building Security.....	23
3.14 Insurance on Personal Property.....	23
3.15 Leaves of Absence.....	24
3.16 Supplies; Expenditures; Obligating HDSI.....	24
3.17 Parking.....	24
3.18 Visitors in the Workplace.....	24
Wage and Salary Policies.....	25
4.1 Wage or Salary Increases.....	25
4.2 Timesheets / Work Hours / Lunch / Breaks.....	25
4.3 Direct Deposit.....	26

This Honey Do Service franchise is an independently owned and operated enterprise and is a separate and distinct entity from Honey Do Franchising Group.

4.4 Overtime.....	26
4.5 Paydays.....	27
Benefits and Services .....	28
5.1 Company Vehicle.....	28
5.2 Fuel Reimbursement.....	28
5.3 Uniforms.....	28
5.4 Holidays.....	28
5.5 Training and Professional Development.....	29
5.6 Group Insurance .....	29
5.7 Jury Duty / Military Leave .....	29
Employee Handbook Review Confirmation .....	31
Quality Statement .....	32
Substance Screening Authorization-Post Contingent Offer.....	33
Employment Authorization and Release .....	34
Nondisclosure Agreement .....	35
New Hire Information & Checklist.....	38
Employee Vehicle Agreement.....	39
Vehicle Inspection Check List .....	40

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## **Section 1**

### **Introduction - Welcome**

Welcome to The Honey Do Service, Inc. Although starting a new job is exciting, it can at times be overwhelming. This employee handbook has been developed to help you get acquainted with your new work environment, and to answer many of your initial questions.

The information contained in this Handbook applies to all employees and the contents of this Handbook shall not constitute as a contract between HDSI and any of its employees. You are responsible for reading, understanding, and complying with the provisions of this Handbook. Our objective is to provide a work environment that is constructive to both personal and professional growth.

#### **1.1 Changes In Policy**

This Handbook supersedes all previous employee Handbooks and all previous memos issued on subjects covered in this Handbook.

HDSI reserves the right to interpret, change, suspend, cancel, or dispute, with or without notice, all or any part of our policies, procedures, and benefits at any time. HDSI will notify all employees of any changes and are effective on the dates determined by HDSI, and after those dates all superseded policies are null. An employee uncertain about any policy or procedure should speak with their direct supervisor.

#### **1.2 Employment Relationship**

HDSI relies upon the accuracy of information contained in the employment application and the accuracy of other data presented throughout the hiring process and employment. Any misrepresentations, falsifications, or material omissions in any of this information or data may result in separation of employment.

Employment with the Company is on at-will basis. Employment can be terminated by the employee or the Company at any time, for any legal reason, with or without notice. No policy or provision in this guide is intended to create a contract binding the employee and the Company into an agreement of employment for a specific period. The Company retain the right to change, modify, suspend, interpret or cancel in whole or in part any of the published or unpublished policies or practices without advance notice, at its sole discretion, without having to give cause or justification to any employee.

Recognition of these rights and prerogatives is a term and ongoing condition of employment, as such, the terms of these guidelines do not constitute the terms of an employment contract.

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### **1.3 New Employee Orientation**

Orientation is a formal welcoming process designed to help you feel comfortable, be informed about HDSI, and prepared for the position.

New employee orientation is conducted by your supervisor and includes an explanation of HDSI core values, vision, mission, company goals and objectives.

You are presented with all procedures needed to navigate within the workplace. Your supervisor will review the job description and scope of position, issue uniforms, explain HDSI's evaluation procedures, and help you get started on specific functions.

### **1.4 Introductory Period for New Employees**

All new employees will be hired under an introductory 60-day period. An Employee Review is conducted to determine whether further employment in a specific position or with HDSI is appropriate.

An employee's successful completion of the introductory period does not guarantee his/her employment for any future period of time.

### **1.5 Employee Performance Review and Planning Sessions**

Supervisors conduct performance reviews and planning sessions with all regular full-time and regular part-time employees after 60-day introductory period and one year of service. Supervisors may conduct informal performance reviews and planning sessions more often if they choose.

Performance reviews and planning sessions are designed for the supervisor and the employee to discuss his/her current job tasks, encourage and recognize attributes, and discuss positive, purposeful approaches for meeting work-related goals.

Together, the employee and supervisor discuss ways in which the employee accomplishes goals or learns new skills. The planning sessions are designed for the employee and his/her supervisor to make and agree on new goals, skills, and areas for improvement.

## **1.6 Definitions of Employees Status**

An “employee” of HDSI is a person regularly working for The Honey Do Service, Inc.® on a wage or salary basis. Employees status may include the following:

### **Hourly Full-Time- Craftsman**

Employees completing the 60-day introductory period and regularly scheduled to work 30 or more hours per week are eligible for HDSI’s benefit package, subject to the terms, conditions, and limitations of each benefit program.

### **Hourly Part-Time- Temporary Craftsman**

Employees completing the 60-day introductory period and regularly scheduled to work less than 30 hours per week.

### **Salaried – Exempt- Managers**

Employees whose positions meet specific criteria established by the Fair Labor Standards Act (FLSA) and who are exempt from overtime pay requirements. As of January 1, 2020, the FLSA issued workers must earn at least \$35,568 (\$684.00 per week.)

### **Seasonal- Subcontractors**

Employees that work according to the workload whether full-time or part-time.

Upon hire, your supervisor will notify you of your employment classification.

## **Section 2**

### **Standards of Conduct**

All employees should become familiar with these rules and standards. You are expected to follow the rules and standards faithfully in doing your own jobs and conducting HDSI's business. Please note that anyone deviating from these rules and standards is subject to corrective action, up to and including termination of employment.

#### **2.1 Unacceptable Behavior**

While not intended to list all the forms of behavior that are considered unacceptable in the workplace, the following are examples of rule infractions or misconduct that may result in disciplinary action, including termination of employment.

- Theft or inappropriate removal or possession of property;
- Falsification of timekeeping records;
- Possession, distribution, sale, transfer, use of or working under the influence of alcohol or illegal drugs;
- Fighting, threatening violence, boisterous or disruptive activity, insubordination or other disrespectful conduct in the workplace;
- Negligence or improper conduct leading to damage of company-owned or customer-owned property;
- Violation of safety or health rules;
- Smoking at the jobsite or in unauthorized areas in the workplace;
- Sexual or other unlawful or unwelcome harassment;
- Excessive absenteeism or any absence without notice;
- Unauthorized use of company-owned equipment or using company equipment for purposes other than business;
- Unauthorized disclosure of business "secrets" or confidential information, disclosure of any information concerning HDSI or any affiliate business related to HDSI or its principle officers outside the office environment or to non-employees.
- Unsatisfactory performance or conduct.



## **2.2 Attendance / Punctuality**

Every employee is expected to be punctual in attendance. This means being in the office and ready to work at their starting time each day. Production employees will be ready to work at the jobsite each day at their starting time. Absenteeism and tardiness place a burden on other employees and on HDSI.

Any employee unable to report for work for any reason shall notify their direct supervisor before regular starting time. You are responsible for speaking directly with your direct supervisor about an absence. It is not acceptable to leave a message on a supervisor's voice mail, except in extreme emergencies. If you leave a voice-mail message, a follow-up call must be made later that day. You are responsible for knowing your supervisor's and office telephone number. Should undue tardiness become apparent, disciplinary action may be required.

If you are ill and do not report to work for 3 or more days, you will require a physician's note to return to work.

## **2.3 Absence Without Notice**

If you do not report to work and do not notify HDSI for two (2) consecutive days, you will be considered to have voluntarily terminated employment and will be removed from the payroll.

If you become ill while at work or leave the office for some other reason before the end of the workday, you shall inform your direct supervisor of the situation immediately. If no notice is given to your direct supervisor, you are considered to have voluntarily terminated employment.

## **2.4 Harassment, Including Sexual Harassment**

We commit to providing a work environment that is free of discrimination and unlawful harassment. Actions, words, jokes, or comments based on an individual's sex, race, ethnicity, age, religion, or any other legally protected characteristic is not tolerated.

An employee believing to be the victim of harassment, or knowing of another employee who is, shall report the harassment immediately. Employees can raise concerns and make reports without fear of reprisal. Any supervisor becoming aware of possible harassment must promptly advise upper management.

HDSI will investigate all such reports as confidentially as possible. Adverse action will not be taken against an employee who reports or participates in the investigation of a violation of this policy. Violations of this policy are not permitted and may result in disciplinary action, up to and including discharge.

## **2.5 Telephone Use, Including Smart Cell Phones**

HDSI's telephones are intended for the use of serving our customers and conducting business. Personal usage during business hours is discouraged except for emergencies. All personal telephone calls must be kept brief.

Cell phones are required for all sales and production employees to successfully perform their jobs. Limited use of personal calls on the job is a must. This includes text messages.

## **2.6 Internet Use**

An employee may use the Internet when appropriate to access information needed to conduct business of HDSI. An employee may use e-mail when appropriate for HDSI business correspondence.

Use of the Internet must not disrupt the operation of HDSI's computer network or with an employee's productivity. Personal use of the Internet is not allowed. Employees are responsible for using the Internet in a manner that is ethical and lawful. Internet messages are public and not private. HDSI reserves the right to access and monitor all files and messages on its systems.

## **2.7 Public Image**

Personal appearance is important anytime you come in contact with customers or potential customers. Business casual is appropriate for all administrative personnel. Any piercing (other than ears) or tattoos must be concealed from customers and potential customers.

All production employees will be in Honey Do Service uniforms. The following items are considered inappropriate working attire in the office:

- No open-toe shoes (including flip flops or casual sandals) at a worksite
- Spaghetti-strapped shirts, tank tops or revealing mid shirts
- Short mini skirts, sheer clothing
- T-shirts with inappropriate or offensive gestures or advertising

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## 2.8 Substance Abuse

We are committed to providing a safe and productive workplace for its employees. In keeping with this commitment, the following rules regarding alcohol and drug abuse are established for all staff members, regardless of rank or position, including both regular and temporary employees. The rules apply during working hours to all employees of HDSI while on company premises or elsewhere on company business. Any of the following actions constitutes a violation of HDSI's policy on drugs and may subject an employee to disciplinary action, up to and including immediate termination.

The manufacture, distribution, possession, sale, or purchase of controlled substances on company property is prohibited.

Being under the influence of illegal drugs, alcohol, or substance abuse on company property is prohibited.

Working while under the influence of prescription drugs that impair performance is prohibited.

Using, selling, purchasing, transferring, manufacturing, or storing an illegal drug or drug paraphernalia, or attempting to or assisting another to do so, while in the course of employment.

Working or reporting to work, conducting company business or being on company property while under the influence of an illegal drug or alcohol, or in an impaired condition.

So that there is no question about what these rules signify, please note the following definitions:

"Company property": All company owned, or leased property used by employees.

"Controlled substance abuse": Any substance listed in Schedules I-V of Section 202 of the Controlled Substance Act, as amended.

"Drug": Any substance that produces physical, mental, emotional, and/or behavioral change in the user.

"Drug paraphernalia": Equipment, a product, or material that is used or intended for use in concealing an illegal drug, or otherwise introducing into the human body an illegal drug or controlled substance.

“Illegal drug”:

- a. Any drug or derivative thereof whose use, possession, sale, transfer, attempted sale or transfer, manufacture, or storage is illegal or regulated under any federal, state, or local law or regulation.
- b. Any drug, including – but not limited to – a prescription drug, used for any reason other than that prescribed by a physician.
- c. Inhalants used illegally.

“Under the influence”: A state of not having the normal use of mental or physical faculties resulting from the voluntary introduction into the body of an alcoholic beverage, drug, or substance of abuse.

## **2.9 Tobacco Products**

**Under no circumstances is smoking allowed in a customer's home.** Out of respect for all employees, the use of tobacco product is only permitted in designated smoking areas. Employees must follow all rules posted in designated smoking areas and adhere to all policies associated with this policy.

## **Section 3 Employment Policies**

### **3.1 Non-Discrimination**

In order to provide equal employment and advancement opportunities to all individuals, employment decisions are based on merit, qualifications, and abilities. HDSI does not discriminate in employment opportunities or practices because of race, color, religion, sex, national origin, age or disability.

HDSI will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship. This governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

Anyone with questions or concerns about discrimination in the workplace is encouraged to bring these issues to the attention of a supervisor or management. An employee can raise concerns and make reports without fear of reprimand. Anyone found engaging in unlawful discrimination is subject to disciplinary action, including termination of employment.

### **3.2 Confidentiality**

The protection of confidential business information and trade secrets is vital to the interests and success of HDSI. Such confidential information includes, but is not limited to, the following:

- Financial information
- Marketing strategies,
- Pending projects and proposals,
- Proprietary production processes,
- Vendors of choice,
- Personnel/Payroll records, and
- Conversations between any persons associated with HDSI.

You are required to sign a non-disclosure agreement as a condition of employment. An employee improperly using or disclosing trade secrets or confidential business information is subject to disciplinary action, including termination of employment and legal action, even if the employee does not actually benefit from the disclosed information.

### **3.3 Non-Compete**

You will be receiving proprietary information to give you the abilities to fulfill your responsibilities. It is important for you to recognize that this information belongs to the company. You will be signing a non-compete and confidential statement and this is then filed in your employee file. In addition,

### **3.4 Outside Employment**

We hope that you will not find it necessary to seek additional outside employment. However, if you must seek outside employment, it must not conflict in any way with your responsibilities within our company. You may not work for competitors or accept a job in the same related business as HDSI.

HDSI's office space, equipment, and materials are not for outside employment or for personal use at any time. No Exceptions!

### **3.5 Office Hours / Lunch / Break Periods**

The Honey Do Service, Inc.® office is open for business from 8:00 am to 4:30 pm Monday through Friday, except for Holidays (see Section 6.4, Holidays).

### **3.6 Personnel Files / Data Changes**

Employee personnel files include the following: job application, job description, resume', training records, salary history, disciplinary action, and documents related to employee performance review, coaching, and mentoring.

Personnel files are the property of HDSI and access to this information is restricted. Employees wishing to review their files should contact their direct supervisor. With reasonable advance notice, the employee may review his/her personnel file at the office and in the presence of a direct supervisor or management.

An employee's personnel data must always be accurate and current. It is the responsibility of each employee to promptly notify their direct supervisor or office management of any changes in personnel data such as:

- Mailing address,
- Telephone numbers, and
- Individuals to be contacted in the event of an emergency

### 3.7 Inclement Weather / Emergency Closings

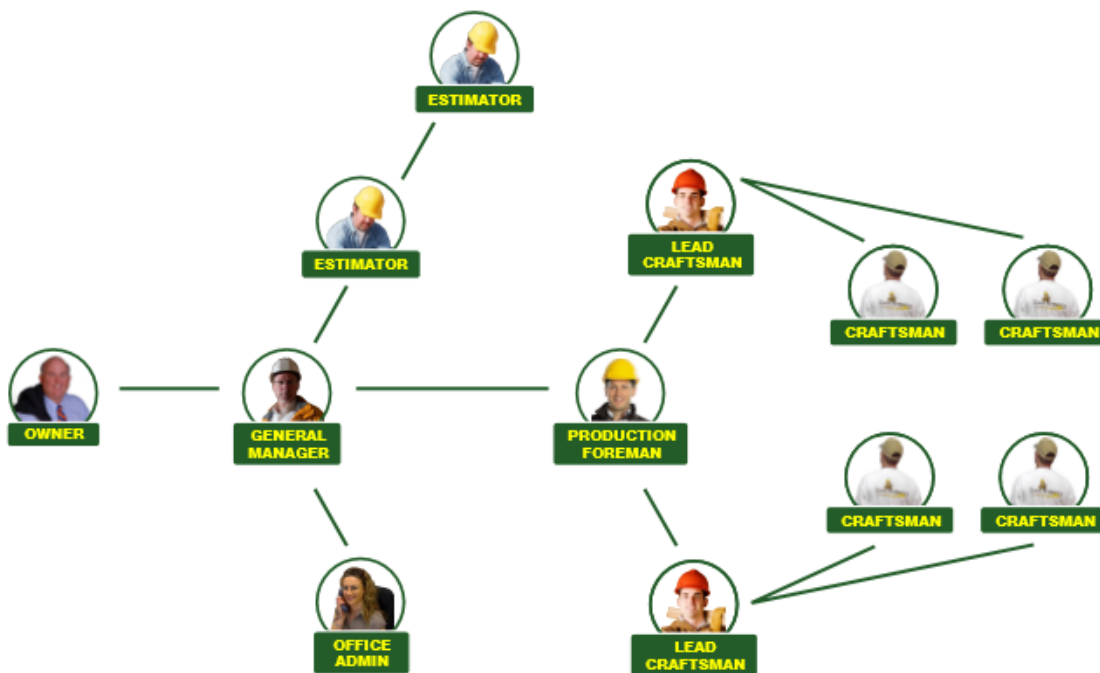
At times, emergencies such as severe weather, fires, or power failures disrupt company operations. The decision to close the office is made by the Management.

We are all expected to work our regular hours. When the decision is made to close the office, employees will receive official notification from their direct supervisor. Time-off from scheduled work due to an emergency closing is unpaid for all non-exempt hourly employees.

### 3.8 "Flow of Communication" / Job Descriptions

This chart is designed to help recognize a positive chain of command, as communications between one another is key to everyone's positive attitude. On the following pages are the Job Descriptions for each position.

\*Our Lead Craftsman may rotate responsibility from job to job.



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# General Manager

## **Customer Service:**

Make every customer feel they are your most important customer  
Build positive customer relationships – Effective communication

## **Image:**

Project positive company image in public  
Always maintain quality standards and cleanliness – vehicles and samples  
Maintain a positive moral with community, coworkers and staff.  
Build positive customer relationships – Effective communication  
Instrument yard signs – marketing  
Participate in community functions / groups / Networking Groups  
Responsible for all past, present and future company policies and procedures

## **Human Resources:**

All HR activities -hiring, new hire orientation, separations of employment, training, etc.  
Control and maintain personnel levels for company  
Disbursing payroll checks to personnel (if applicable)

## **Communication:**

Effectively communicate with all staff, management staff & clients  
Evaluate and communicate (when necessary) with supervisor  
Supervise and effectively communicate with all staff  
Effectively communicate with clients, perspective clients and vendors

## **Production:**

Maintain an industry level of skill and productivity  
Maintain company quality standards on worked performed  
Complete assigned tasks in a timely manner  
Manage all subcontractor relationships  
"Pulling" permits and licenses and should act as sole contact with agencies  
Be familiar with county, city and state building codes as necessary  
Knowledge and contacting local underground utilities as needed  
All details on Production Boards

## **Financial:**

Monitor, control and maintain company standards on all financial areas  
Control and monitor company revenue projections  
Responsible for all profit and loss functions of company by month and by job  
Monitor and control all company accounts both internally and externally  
Monitor and maintain company records  
Responsible for monitoring and controlling all financial accounts for cash flow



**Leadership:**

Attend all mandatory company meetings and events  
Responsible for all past, present and future company policies and procedures  
Monitor and execute company quality, production and cleanliness standards  
Organization and efficiency of all business areas  
Supervise & monitor company quality, production and cleanliness standards  
Assume any role in company operations  
Safety and Security activities  
Create and lead meetings / seminars when necessary  
Participate in community functions / groups

**Paperwork:**

Be knowledgeable and perform all company requirements for paperwork  
Review, comprehend and administer all company forms and paperwork  
Have a complete understanding of all office procedures and paperwork  
Review, comprehend and administer all company paperwork, forms & procedures

**Sales:**

Control, monitor, calculate and execute Change Order forms as needed  
Lead generation  
Networking with community events  
Manage and maintain cold-call efforts

**Tools, Equipment, Materials**

Maintenance/upkeep of personal and company owned tools & equipment  
Responsible for all company owned inventory including all vehicles  
Instrumentation of tool purchase program  
Understanding of building products  
Understanding of equipment rental process

# Estimator

## **Customer Service:**

Make every customer feel they are your most important customer  
Build positive customer relationships – Effective communication

## **Image:**

Project positive company image in public  
Always maintain quality standards and cleanliness – vehicles and samples  
Maintain a positive moral with community, coworkers and staff.  
Instrument yard signs – marketing  
Participate in community functions / groups / Networking Groups  
Responsible for all company policies and procedures

## **Paperwork:**

Deliver estimates on-site to customer at scheduled estimate time  
Communicate tasks efficiently through paperwork to craftsmen  
Review, comprehend and administer all company forms and paperwork  
Deliver all paperwork to office manager for the craftsman as necessary  
Be familiar with local and state building codes and  
Coordinate permits/inspections with office  
Generating all necessary paperwork from a Lead to a signed contract  
Control and monitor company expenses to correct percentages  
Control and monitor company revenue projections as required  
Responsible for all Estimator related type profit and loss functions of company  
Keep an organized calendar / scheduling of estimate timeframes

## **Leads/Sales/Estimates**

Maintain an industry level of skill and productivity  
Follow up on any / all sale leads in a timely manner - within 24 hours  
Communicate with customers up until the time a job is booked  
Maintain all necessary sales and marketing products - samples, colors, etc.  
Monitor and maintain all vendor pricing changes as necessary  
Alert management of any underground work to be done on scheduled jobs  
Generate leads through Sales and Marketing efforts (Cold calling)  
Use of company camera to take photos on estimated projects  
Maintain knowledge of new products in marketplace and labor hours per task  
Monitoring and following up on "Hopper" system (estimates not sold)  
Thorough understanding of current and future sales and marketing campaigns

## **Materials/Production**

Aiding in collection of all monies due from sale including deposits  
Ordering / following up on Special Order materials for specific jobs  
Update Production Board with scheduled jobs  
Monitor and Control job site change order forms as necessary

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# Production Foreman

## **Customer Service:**

Make every customer feel they are your most important customer  
Build positive customer relationships – Effective communication

## **Image:**

Project positive company image in public - Monitor uniforms  
Maintain quality standards and cleanliness on work performed – “Booties”  
Maintain a positive moral with community, coworkers and staff.  
Administrate drug screening – pre-employment and random  
Maintain vehicle cleanliness – inside and out. Including wraps

## **Tools:**

Delivery, maintenance and upkeep of company owned tools – Sign In/Out Sheet  
Know your craftsman’s arsenal of tools - understand tool purchase program  
Consumable materials – i.e. – saw blades, pencils, chalk, etc.  
Equipment rental – know where, how much, and delivery programs.

## **Materials:**

Know your vendors by name and phone number and products offered  
Purchasing and delivering all supplies and materials for jobs as needed  
Control and monitor job's cost of supplies and materials – material budget  
Special Order materials – Delivery timeframes  
Inventory of materials in shop and return of excess materials

## **Craftsmen / Production:**

Administer the Chain of Command - Leadership – lead by example  
Complete assigned tasks in a timely manner – Setting the pace of production  
Create and lead Production Meetings and Safety Meetings  
Monitor, control and supervise all production related matters  
Responsible for all production related details on production boards  
Know your craftsman and their skill level in all trades / areas to assign jobs  
Monitor time and progress of production - Uphold accountability of your team  
Set goals daily and get a commitment from your team.  
Hire and Fire - Give craftsman orientation and performance reviews  
Monitor and maintain a low level of redo’s

## **Paperwork:**

Responsible for all company policies and procedures  
Responsible for supplying all necessary receipts in a timely manner to office  
Training, collection and calculation of production time sheets  
Deliver all paperwork to craftsman as necessary  
Be familiar with local and state building codes  
Coordinate permits/inspections with office - Post permits as needed

# Craftsman

## **Customer Service:**

Make every customer feel they are your most important customer  
Build positive customer relationships – Effective communication

## **Image:**

Project positive company image in public - Monitor uniforms  
Maintain quality standards and cleanliness on worked performed  
Maintain cleanliness and maintenance inspections on issued vehicles  
Maintain an industry level of skill and productivity  
Maintain a positive moral with community, coworkers and staff.  
Effectively communicate with co-workers, management staff and clients

## **Production:**

Maintain an industry level of skill and productivity  
Complete assigned tasks in a timely manner  
Monitor and execute company quality, production and cleanliness standards  
Responsible for organization, efficiency, and completion of job site production  
Responsible for on-the-job site cleanliness

## **Tools:**

Responsible for maintenance and upkeep of personal and company owned tools  
Maintain minimum required tools on personal / company vehicle

## **Paperwork:**

Be knowledgeable and perform all company requirements for paperwork  
Review, comprehend and administer all company forms and paperwork  
Maintain & follow-up on all job site paperwork for craftsmen

## **Human Resources:**

Must attend all safety meetings and mandatory company meetings  
Understanding of all company policies and procedures

## **Communications:**

Effectively communicate with co-workers, management staff and clients  
Evaluate and communicate (when necessary) with supervisor  
Act as main contact with customer on job site (if applicable)  
Evaluate and communicate any / all items not specified on contract  
Responsible for collection of payment of job (if applicable)

Must perform any / all other duties as assigned by supervisor / management

# Office Manager

## **Customer Service:**

Make every customer feel they are your most important customer  
Build positive customer relationships – Effective communication

## **Image:**

Project positive company image in public - Monitor uniforms  
Maintain quality standards and cleanliness on work performed  
Maintain a positive moral with community, coworkers and staff.  
Effectively communicate with co-workers, management staff and clients

## **Bookkeeping:**

Knowledge of office software including MS Office, QuickBooks, and TTB  
Accurate input of payroll and timekeeping activities  
Maintain Checking, Savings, Payroll and Petty Cash account and monies  
Manage and maintain Accounts Receivable and Accounts Payable  
Recording and reporting all necessary financial and operational reports

## **Paperwork / Organization:**

Generating all production paperwork for estimate packets and job packets  
Responsible for organization cleanliness and efficiency of all clerical areas  
Maintain and organize all file systems, computer files and office areas  
Responsible for all past, present and future company policies and procedures  
Review, comprehend and administer all company forms and paperwork  
Maintain par levels of office supplies in all areas

## **Human Resources:**

Controlling, monitoring and maintaining personnel matters  
Understand interviewing process  
Maintain and distribute employee benefit packages when appropriate

## **Production Assistance:**

Contact appropriate underground utilities when necessary  
"Pull" permits from local building code enforcement as needed  
Updating, maintaining, and monitoring production boards  
Attend all production meetings and company meetings  
Contacting clients as needed

## **Phones:**

Answer all incoming calls "live"  
Manage multiple line phone system  
"Smile" through the phone  
Return all messages promptly

### **3.9 Use of Photographs and/or Audio-Visual**

HDSI may use, reproduce, and/or publish photographs and/or video taken while employed that may pertain to me. This material may be used in various publications, recruitment materials, website, etc.

### **3.10 Corrective Action**

HDSI holds each employee to certain work rules and standards of conduct (see Section 2). Should an employee deviate from these rules and standards, their direct supervisor will take corrective action.

Corrective action at HDSI is progressive. That is, the action taken in response to a rule infraction or violation of standards typically follows a pattern increasing in seriousness until the infraction or violation is corrected.

The sequence of corrective actions may include an oral warning, a written warning, probation, and finally termination of employment. In deciding which initial corrective action is appropriate, your direct supervisor or the person one-step higher in the supervisor's chain-of-command considers the seriousness of the infraction, the circumstances surrounding the matter, and the employee's previous record.

Though committed to a progressive approach to corrective action, HDSI considers certain rule infractions and violations of standards as grounds for immediate termination of employment. These include but are not limited to: theft in any form, insubordinate behavior, vandalism or destruction of company property, being on company property during non-business hours, the use of company equipment and/or company vehicles without prior authorization, untruthfulness about personal work history, skills, or training, divulging HDSI's business practices, and misrepresentations of HDSI to a customer, a prospective customer, the general public, or an employee.

### **3.11 Separation of Employment**

Separation of employment is an inevitable part of personnel activity within any organization, and many of the reasons for separation are routine. Below are a few examples of common circumstances under which employment is terminated:

- **Resignation** – voluntary employment separation initiated by an employee
- **Termination** – involuntary employment separation initiated by HDSI
- **Layoff** – involuntary employment termination initiated by HDSI for non-disciplinary reasons

When an employee intends to terminate his/her employment with HDSI, he/she shall give HDSI at least 2 weeks written notice.

Any employee terminating employment with HDSI returns all files, records, keys, and any other materials that are property of HDSI.

### **3.12 Safety**

HDSI provides information to an employee about workplace safety and health issues through regular internal communication such as:

- Weekly on job site safety meetings
- Bulletin board postings
- Other written communications

Each employee is expected to obey safety rules and exercise caution and common sense in all work activities. An employee must immediately report any unsafe conditions to their direct supervisor. Any employee violating safety standards, causing hazardous or dangerous situations, or fail to report, or where appropriate, remedy such situations, is subject to disciplinary action including termination of employment. In the case of an accident resulting in injury, regardless of how insignificant the injury appears, an employee must notify their direct supervisor.

### **3.13 Building Security**

If an employee is issued keys to the office, they are responsible for safekeeping of those keys. The employee signs a form upon receiving any keys. The last employee, or a designated employee, leaving the office at the end of the business day assumes the responsibility of ensuring that all doors are securely locked, the alarm system is armed, and all appliances and lights are turned off with exception of any lights normally left on for security purposes. An employee is not allowed on company property after hours without prior authorization from the management.

### **3.14 Insurance on Personal Property**

HDSI assumes no risk for any loss or damage to personal property. Please be responsible and secure all personal belongings at all times.

### **3.15 Leaves of Absence**

Under special circumstances employees may be granted a leave of absence. The granting of this type of leave is for compelling reasons and is dependant upon the approval of the Company. Most leave requests are expected to fall within one of the following categories:

**Family and Medical Leave:** The Family and Medical Leave Act provides up to 12 weeks of job –protected, unpaid leave during any 12 months.

**Personal Leave of Absence:** If an employee needs unpaid time off of work for personal reasons, they may discuss these reasons with their supervisor.

**Military Leave-**Employees who are required to fulfill military obligations in any branch of the Armed Forces of the United States or in state military service will be given the necessary time off and reinstated in accordance with state and federal law. The time off will be unpaid, except where state law dictates otherwise.

### **3.16 Supplies; Expenditures; Obligating HDSI**

Only authorized persons may purchase supplies in the name of HDSI. No employee whose regular duties do not include purchasing shall incur any expense on behalf of HDSI or bind HDSI by any promise or representation without written approval.

Any expenses incurred by an employee must have prior approval by a supervisor. Reimbursements under \$25.00 are included in the employee's next regular paycheck.

### **3.17 Parking**

All employee must park their cars in areas indicated and provided by HDSI. Always park in the same direction of traffic flow when parking on a street. HDSI is not responsible for theft or parking violations while at HDSI office or any off-site premises.

### **3.18 Visitors in the Workplace**

To provide for the safety and security at HDSI, only authorized visitors are allowed in the workplace. Restricting unauthorized visitors helps ensure security, decreases insurance liability, protects confidential information, safeguards employee welfare, and avoids potential distractions and disturbances.



## **Section 4 Wage and Salary Policies**

### **4.1 Wage or Salary Increases**

HDSI directly links wage and salary increases with performance. Employee performance reviews and planning sessions have a direct effect on any changes in compensation. For this reason, among others, it is important to carefully prepare for and fully participate in these reviews.

The employee's review date is usually conducted on or about the anniversary date of employment or the date of the previous compensation review. Such review may be conducted more frequently for a newly created position or based on a recent promotion.

Increases are determined on the basis of performance, adherence to company policies and procedures, and ability to meet or exceed duties per job description and achieve performance goals. (see Section 1.5, Employee Performance Review and Planning Sessions.)

Although HDSI's salaries range and hourly wage schedules are adjusted on an ongoing basis, HDSI does not grant "cost of living" increases. Performance is the key to wage increases at HDSI.

### **4.2 Timesheets / Work Hours / Lunch / Breaks**

The standard workweek is 40 hours of work. In the computation of various employee benefits, the employee workweek begins at 12:00 am Friday and ends at 11:59 pm Thursday.

Production staff's presence at the assigned task location is required by 8:00 am unless previously arranged by your direct supervisor.

All employees must take a half hour lunch break. Lunch breaks generally are taken between the hours of 11:00 am – 2:00 pm on a staggered schedule so that an absence does not create a problem for production, co-workers or clients.

An employee having unexpected personal business to take care of must notify their direct supervisor to discuss time away from work and make provisions as necessary. Personal business is conducted on the employee's own time.

Accurately recording time worked is the responsibility of every employee. Time worked is the time spent on a job(s) performing assigned duties. HDSI does not pay for extended breaks or time spent on personal matters. An employee is responsible for accurately documenting the time spent on individual jobs, noting the customer's last name. Each employee is responsible in ensuring his/her timecard is turned in to the payroll department no later than Friday by 5:00 pm at the end of the workweek. Failure to do so may result in a delay in the issuance of the paycheck.

Your timesheet is a legal instrument. Altering, falsifying, tampering with timesheets, or recording time on another team member's timesheet results in disciplinary action, including termination of employment.

Authorized personnel reviews timesheets each week. Any changes to an employee's timesheet must be approved by their direct supervisor or appropriate person. Questions regarding the timekeeping system or timesheets are directed to their direct supervisor or payroll department.

All employees are issued a timecard on the first day of employment. The employee is given thorough instructions on usage and instructions on what to do should a problem occur.

The workweek begins on Friday and ends the following Thursday. Payday for the workweek will be 1 week later on Friday via Direct Deposit. (Direct Deposit is discussed later in this Chapter)

Employees may not work during their lunch time without prior approval by your supervisor.

### **4.3 Direct Deposit**

All Employees will be paid via direct deposit. If you do not have a bank account a paid card is available. Employees will have access to their paystubs online, through the Lyons Portal.

### **4.4 Overtime**

There will be times when you will need to work overtime so that we may successfully meet the needs of our customers. A standard workweek for HDSI is 40 hours per week. Overtime compensation is paid to hourly non-exempt employee in accordance

with federal and state wage and hour restrictions. Overtime is payable for all hours worked over 40 per week at a rate of one and one-half times the employee's regular hourly rate. Time-off for personal time, holidays, or any leave of absence is not considered hours worked when calculating overtime.

All overtime work performed by an hourly employee must receive their direct supervisor's prior authorization. Overtime worked without prior authorization from their supervisor may result in disciplinary action. The supervisor's signature on a timesheet authorizes pay for overtime hours worked.

#### **4.5 Paydays**

An employee is paid weekly and paychecks are available for pick up on Friday after 3:00 pm. For an employee not at work when paychecks are distributed and not receiving the paycheck, the paycheck is kept at the reception desk through the rest of the payday. An employee unable to pick up their check on payday needs to see office management.

From time to time the field supervisor may have employee checks at the job site and if so, the employees are notified.

Paychecks will not, under any circumstances, be given to any person other than the employee without written authorization. Paychecks may also be mailed to the employee's address or deposited directly into an employee's bank account upon request.

## **Section 5 Benefits and Services**

### **5.1 Company Vehicle**

You may be issued a company vehicle. This will become your transportation to and from the jobsite. These vehicles are to be used for business travel and may be used for personal travel. HDSI will pay for all insurance, tags, maintenance, including oil changes, tires, etc. Employees will be responsible for fuel.

Vehicle inspections are conducted monthly. You will be given a checklist of all items inspected. Cleanliness, fluid levels, air pressures, etc will be maintained. Your immediate supervisor will conduct these inspections with you.

### **5.2 Fuel Reimbursement**

It is your responsibility to get to and from your worksite. If a craftsman is moved during their shift between 2 or more jobsites, fuel will be paid according to mileage for travel between jobsites.

### **5.3 Uniforms**

All production employees will be issued uniforms. These consist of a work shirt with a Honey Do Service logo. Pants are to be a green color Carhartt style pant. Uniform programs are available for direct purchase.

### **5.4 Holidays**

HDSI observes the following holidays and is closed for business:

- New Years Day
- Memorial Day
- Independence Day (4<sup>th</sup> of July)
- Labor Day
- Thanksgiving Day
- Christmas Day

This Honey Do Service franchise is an independently owned and operated enterprise and is a separate and distinct entity from Honey Do Franchising Group.

Salaried exempt employees will receive normal pay during a week in which a holiday falls:

- after completion of the 60-day probation period
- if the holiday falls on their regularly scheduled workday
- if you work the full scheduled workday before and after the holiday.

Any exceptions must be approved with your immediate supervisor.

## **5.5 Training and Professional Development**

In some cases, assistance for additional education or certificate-rewarded classes may be reimbursed. This is on an individual bases and is approved ahead of time by management. From time to time, employees may be required to attend seminars or special training. If so, costs are paid by HDSI.

## **5.6 Group Insurance**

HDSI offers various benefits upon completion of the 60-day introductory period. Contact office management for more information on these benefits and a booklet describing the various benefits. You may voluntarily participate by signing up online, which is further described below.

The available voluntary benefits include:

- Medical Insurance
- Dental Insurance
- Vision Insurance
- Short-Term Disability
- Long-Term Disability
- Life Insurance
- 401K Plan

## **5.7 Jury Duty / Military Leave**

An employee is granted time off without pay to serve on a jury or military leave. However, all regular employees, both full-time and part-time, are kept on the active payroll until their civic duties are completed. A copy of the jury duty summons and all other associated paperwork is required for the personnel file.

## **Employee Handbook Review Confirmation**

By signing below, I agree and understand all terms and conditions set forth in this Employee Handbook for the condition of employment.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Authorized Representative of HDSI

\_\_\_\_\_  
Date

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## **Employee Handbook Review Confirmation**

By signing below, I agree and understand all terms and conditions set forth in this Employee Handbook for the condition of employment.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Authorized Representative of HDSI

\_\_\_\_\_  
Date

**The Honey Do Service, Inc. Copy**

This Honey Do Service franchise is an independently owned and operated enterprise and is a separate and distinct entity from Honey Do Franchising Group.

## Quality Statement

Everyone benefits when working for a successful company. HDSI's success depends primarily on building customer satisfaction and loyalty. Customer satisfaction is relatively easy to obtain. Treat customers in a professional manner and deliver a quality job on time.

As an employee, do your best in performing your job. Follow procedures. Treat customers, staff, and co-workers the way you would like to be treated. Please initial the following:

- \_\_\_\_\_ I commit to doing quality work to the best of my ability.
- \_\_\_\_\_ I commit to doing quality work in a timely fashion to the best of my ability.
- \_\_\_\_\_ I commit to giving clear and professional communications to anyone I come in contact with, including co-workers, vendors and customers.
- \_\_\_\_\_ I commit to being honest with company time and company property.
- \_\_\_\_\_ I commit to only using company tools for company business.
- \_\_\_\_\_ I commit to no outside employment in a related business or profession.

The Honey Do Service Inc.<sup>®</sup> is committed and is loyal to me in trying to provide a safe and stable employment. In return, I am committed and loyal to The Honey Do Service Inc.<sup>®</sup>

---

Signature

---

Date



## **Substance Screening Authorization-Post Contingent Offer**

I have applied for employment with The Honey Do Service Inc.® (HDSI) in a position that may require me to operate an automobile or truck. As a condition for my application consideration, I understand and agree to undergo substance screening. I understand that if my test results are positive, I shall not be considered further by HDSI for a position or possible employment.

I hereby authorize any physician, laboratory, hospital or medical professional retained by HDSI for screening purposes to conduct such screening and to provide the results to HDSI, and I release HDSI and any person affiliated with HDSI and any such institution or person conducting the screening, from liability therefore.

---

Employee's Signature:

---

Employee's Printed Name:

---

Date:

## **Employment Authorization and Release**

I understand that in connection with my application for Employment, and/or Continuous Employment with The Honey Do Service, Inc.® (hereafter "HDSI"), their agents or employees may perform, request, obtain or conduct on me a background check. This background check may include an inquiry into my Employment History, Education, General Character or Reputation, Work Experience, Volunteer Experience, Driving, and/or Criminal History. If my position involves handling money and/or accessing monies and/or other transferable monetary instruments, my Credit History may also be checked.

I understand that HDSI may rely on any part of all of this Information in determining whether to extend an offer to me of Employment. I further understand that in the event of any adverse action taken by HDSI, or if HDSI chooses not to extend an offer of Employment to me based upon the Information, that I am provided a copy of such Information along with a summary of my rights under the Fair Credit Reporting Act.

I understand that the background check, which may be performed by Investigators, is performed as part of the process to evaluate me for Employment and is not conducted for any purpose other than in connection with my Application for Employment, and/or my eligibility for Continued Employment.

I have read this Pre-Employment and Continued Employment Disclosure and by signing below, hereby authorize Investigators to conduct a background check as described herein in conjunction with my Application for Employment. I hereby release any and all Investigators, including HDSI, from any and all liability related to the procurement or disclosure of any information provided by me or obtained about me in connection with my Application with HDSI. I further direct and authorize Investigators to conduct the background check and further authorize any third parties who may be the custodians of or in possession of the requested Information, to disclose such Information to Investigators in connection with this background check.

Although furnishing your Social Security Number is not optional, it shall be used for NO other purpose than to make the process for conducting a background search more accurate. It shall not be sold, or in any way transferred to a third party except for the express purpose of conducting the background check.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date of Birth

\_\_\_\_\_  
Social Security Number

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## **Nondisclosure Agreement**

**THIS AGREEMENT** is made effective as of the date of last signature below by and between The Honey Do Service, Inc.<sup>®</sup>, a Corporation, (collectively known as the "HDSI") and employee (as signed below), an individual ("Employee").

**1. Purpose.** HDSI and Employee wish to explore a business possibility under which each may disclose its Confidential Information to the other.

**2. Definition.** "Confidential Information" means any information, technical data or know-how, including, but not limited to, that which relates to research, products, services, customers, markets, software, developments, inventions, processes, designs, drawings, engineering, marketing or finances, disclosed orally or in written or electronic form, and which is marked or identified by the disclosing party as "proprietary" or "confidential". Confidential Information does not include information, technical data or know-how which (i) is in the possession of the receiving party at the time of disclosure as shown by the receiving party's files and records immediately prior to the time of disclosure; or (ii) prior or after the time of disclosure becomes part of the public knowledge or literature, not as a result of any inaction or action of the receiving party, (iii) is approved for release by the disclosing party, or (iv) is independently developed by the receiving party without the use of any Confidential Information of the other party.

**3. Non-Disclosure of Confidential Information.** HDSI and Employee each agree not to use the Confidential Information disclosed to it by the other party for its own use or for any purpose except to carry out discussions concerning and the undertaking of any business relationship between the two. Neither will disclose the Confidential Information of the other to third parties or to the first party's employees except employees who are required to have the information in order to carry out the contemplated business. Each has had or will have employees to whom Confidential Information of the other is disclosed sign a Non-Disclosure Agreement in content substantially similar to this Agreement and will notify the other in writing of the names of the persons who have had access to Confidential Information of the other party. Each agrees that it will take all reasonable steps to protect the secrecy of and avoid disclosure or use of Confidential Information of the other in order to prevent it from falling into the public domain or the possession of unauthorized persons. Each agrees to notify the other in writing of any misuse or misappropriation of Confidential Information of the other that may come to its attention.

**4. Return of Materials.** Any materials or documents which have been furnished by one party to the other will be promptly returned, accompanied by all

copies of such documentation, after the business possibility has been rejected or concluded.

**5. Intellectual Property Rights.** Nothing in this Agreement is intended to grant any rights under any patent or copyright of either party, nor shall this Agreement grant either party any rights in or to the other party's Confidential Information, except the limited right to review such Confidential Information solely for the purposes of determining whether to enter into the proposed business relationship between the parties and carrying out such relationship. The disclosing party warrants that it has the right to disclose its Confidential Information to the receiving party. Otherwise, all information is provided "as is" and without any warranty, express, implied or otherwise, regarding its accuracy or performance.

**6. Independent Development.** Each disclosing party understands that the receiving party may currently or in the future be developing information internally or receiving information from other parties that may be similar to the disclosing party's Confidential Information. Accordingly, nothing in this Agreement shall be construed as a representation or inference that the receiving party will not develop products, or have products developed for it, that compete with the products or systems contemplated by the disclosing party's confidential information.

**7. Term.** This Agreement may be terminated at any time with a 30 days prior written notice, *provided however*, that the confidentiality obligations herein shall terminate five (5) years following the date of disclosure.

**8. Miscellaneous.** This Agreement shall be binding upon and for the benefit of the undersigned parties, their successors and assigns, provided that Confidential Information may not be assigned without consent of the disclosing party. Failure to enforce any provision of this Agreement shall not constitute a waiver of any term hereof. This Agreement shall be governed by and construed and enforced in accordance with the laws of the state of employment as they apply to contracts entered into and wholly to be performed in the state of employment. The federal and state courts within the state of employment shall have exclusive jurisdiction to adjudicate any dispute arising out of this Agreement.

**9. Remedies.** Each party agrees that its obligations hereunder are necessary and reasonable in order to protect the other party and the other party's business, and expressly agrees that monetary damages would be inadequate to compensate the other party for any breach of any covenant or agreement set forth herein. Accordingly, each party agrees and acknowledges that any such violation or threatened violation will cause irreparable injury to the other party and that, in addition to any other remedies that may be available, in law, at equity or otherwise, the other

party shall be entitled to obtain injunction relief against the threatened breach of the Agreement or the continuation of any such breach, without the necessity of proving actual damages.

**10. Notices.** All notices hereunder shall be sent to either party at the address and to the contact person specified below, or such other address or contact as the respective party may specify from time to time in accordance with the provisions hereof.

**The Honey Do Service, Inc.**

**EMPLOYEE**

Signature \_\_\_\_\_

Signature \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_

Title: \_\_\_\_\_

## New Hire Information & Checklist

Full Name: \_\_\_\_\_ Hire Date: \_\_\_\_\_

Address: \_\_\_\_\_

Date of Birth \_\_\_\_\_ SS# \_\_\_\_\_

Phone # \_\_\_\_\_ Position: \_\_\_\_\_

### In Case of Emergency Contact

Name \_\_\_\_\_ Phone # \_\_\_\_\_

Relationship \_\_\_\_\_ Doctor & Phone # \_\_\_\_\_

### Wage / Salary History

Starting Wage \_\_\_\_\_

Date: \_\_\_\_\_ Wage Change \_\_\_\_\_ Reason \_\_\_\_\_

Date: \_\_\_\_\_ Wage Change \_\_\_\_\_ Reason \_\_\_\_\_

Date: \_\_\_\_\_ Wage Change \_\_\_\_\_ Reason \_\_\_\_\_

Date: \_\_\_\_\_ Wage Change \_\_\_\_\_ Reason \_\_\_\_\_

### Record of Employee Conversations / Reviews

Date: \_\_\_\_\_ Reason \_\_\_\_\_

Result: \_\_\_\_\_

Termination Date: \_\_\_\_\_  Fired  LayOff  Quit w/ notice  Quit

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# Employee Vehicle Agreement

Employee: \_\_\_\_\_

Date of Issuance: \_\_\_\_\_ Vehicle and #: \_\_\_\_\_

This employee vehicle agreement has been drafted between employee and The Honey Do Service, Inc ("employer"). As per this agreement, employee has the authority to drive and utilize the vehicle owned by the employer. The terms and conditions to be followed by the employee while using the vehicle are as follows:

1. The employee will make sure that the vehicle will always be driven by him and not by any other individual unless a company driver is appointed.
2. The employee will follow all rules of the road - including but not limited to speed limits.
3. The fuel charges of the vehicle will be borne by the employee and he will not receive any compensation from the company with the exception of moving between jobs in a given day.
4. Employee acknowledges that is their responsibility to keep the vehicle in clean working order and free of trash/debris. Vehicle inspections are conducted monthly on the 15th of every month to ensure proper maintenance and upkeep.
5. Upon employee's resignation or employer's termination, it is understood that the vehicle and keys will be turned into the office immediately in clean condition and free of any damage. If such vehicle is not cleaned prior to return, employee will be assessed a \$100.00 damage fee.

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Manager

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# Vehicle Inspection Check List

Name: \_\_\_\_\_

Date: \_\_\_\_\_

Inspector: \_\_\_\_\_

Van Number: # \_\_\_\_\_

*\*Note: all cleaning supplies and shop vac should be properly secured and visible when opening the back of your van.*

	YES	NO	Notes
Is exterior of vehicle clean and undamaged?	<input type="checkbox"/>	<input type="checkbox"/>	_____
Is driver aware of HOW to clean the exterior of the vehicle without damaging the wrap?	<input type="checkbox"/>	<input type="checkbox"/>	_____
Is interior of vehicle (front and back) clean and undamaged? <b>(i.e.: wiped down, vacuumed out, all trash disposed, no new rips or tears on the inside, clean windows and mirrors.)</b>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Is there a trash can in the van?	<input type="checkbox"/>	<input type="checkbox"/>	_____
Are there any cracks or chips in the windows or mirrors?	<input type="checkbox"/>	<input type="checkbox"/>	_____
Are all required tools on the van?	<input type="checkbox"/>	<input type="checkbox"/>	_____
Are tool's cleaned and organized?	<input type="checkbox"/>	<input type="checkbox"/>	_____
Is the ladder rack in good/safe condition?	<input type="checkbox"/>	<input type="checkbox"/>	_____
Is ladder properly/safely placed?	<input type="checkbox"/>	<input type="checkbox"/>	_____
Are the tires in safe condition? (inc. tire pressure, tread depth)	<input type="checkbox"/>	<input type="checkbox"/>	_____
Does the driver know the oil change procedures?		<input type="checkbox"/>	<input type="checkbox"/> _____
Are there puddles or leaking coming from the vehicle?	<input type="checkbox"/>	<input type="checkbox"/>	_____
Do ALL lights and signal lights (inc. hazard) work properly?	<input type="checkbox"/>	<input type="checkbox"/>	_____
Are any service lights on in the dash?	<input type="checkbox"/>	<input type="checkbox"/>	_____
Do windshield wiper arms and blades operate smoothly?	<input type="checkbox"/>	<input type="checkbox"/>	_____
Does the heat and defrost properly work?	<input type="checkbox"/>	<input type="checkbox"/>	_____
Is there a 2 inch ball on the van?	<input type="checkbox"/>	<input type="checkbox"/>	_____
Does the horn properly work?	<input type="checkbox"/>	<input type="checkbox"/>	_____
Does the safety belt buckle fasten and is it un-damaged?	<input type="checkbox"/>	<input type="checkbox"/>	_____
Is the registration card on the vehicle?	<input type="checkbox"/>	<input type="checkbox"/>	_____
Is the insurance card on the vehicle?	<input type="checkbox"/>	<input type="checkbox"/>	_____

FLUID LEVELS: Oil- **Full**  **Add**  Trans- **Full**  **Add**

Power Steering- **Full**  **Add**  Coolant- **Full**  **Add**

Windshield- **Full**  **Add**  Date of last oil change: \_\_\_\_\_

Inspection: **PASSED** **FAILED**

\*\* If employee's vehicle failed inspection, a re-inspection will be scheduled in 48 hours.

Notes: \_\_\_\_\_

\_\_\_\_\_







## Performance Evaluation - Management

Employee: \_\_\_\_\_

Date: \_\_\_\_\_

Position Title: \_\_\_\_\_

Hire Date: \_\_\_\_\_



To help boost performance and, ultimately, the productivity of the business.

This is a 360-degree feedback process that gives business owners, managers and employees the opportunity to receive performance feedback anonymously from those who work with them. It also gives you an opportunity to assess yourself. The feedback allows each individual to understand how effective he/she is in the workplace and how he/she is viewed by superiors, peers and direct reports.

**INSTRUCTIONS:** Write the employee's name next to each position title that is being evaluated. Rate each employee's performance on a scale from 1 to 4 with:

5 = Excellent      4 = Good      3 = Average      2 = Fair      1 = Poor

Each question should be answered as objectively as possible. Add any comments that would support your score. Rate yourself for your position title.

At the bottom, add up your total score to determine the "Overall Evaluation".

<u>Score</u>	<u>Interpretation</u>	
1-25	Unsatisfactory	Unacceptable performance
26-50	Marginal	Minimally acceptable performance
51-75	Satisfactory	Acceptable performance
76-100	Exceptional	Performance that exceeds job requirements

It is the mission of The Honey Do Service, Inc. to provide quality services to the public. Employees are expected to maintain the standards of performance in order to continue employment. It is our policy to invest in employees who exhibit a high degree of professionalism, productivity, good interactions with others, and a positive attitude. We desire to attract and retain employees who not only have the technical knowledge of their position, but also have a positive attitude and moral.

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5=Excellent 4=Good 3=Average 2=Fair 1=Poor

Estimator:_____	Score	Comments
Deliver estimates to customers timely		
Communicates clearly via paperwork		
Follow-ups on leads		
Maintains sales products		
Knowledge of material pricing		
Knowledge of labor hours		
Ability to network / Cold calls		
Collection of deposits		
Use of production board		
Use of yard signs		
Ordering of special materials		
“High” ability to close the sale		
Team Player / Work Ethic		
Meets Deadlines		
Interaction with co-workers		
Attendance / Punctuality		
Quality of Work		
Enthusiasm / Attitude		
Portray positive personal image		
Cleanliness of vehicle		
<b>TOTAL</b>		
Additional notes:		
_____		
_____		
_____		

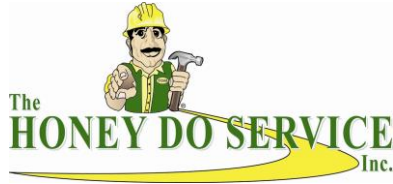
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5=Excellent 4=Good 3=Average 2=Fair 1=Poor

Foreman : _____	Score	Comments
Maintain use of company tools		
Materials & paperwork to craftsman		
Cost effectiveness on purchase of material		
Lead of production meetings		
Turn in receipts daily		
Know craftsman skill level		
Monitor production time		
Set goals for craftsmen daily		
Cleanliness of vehicle		
Knowledge of paperwork		
Collect timecards timely		
Inspection of job quality		
Update production board regularly		
Team Player / Work Ethics		
Meets Deadlines		
Leadership Ability		
Interaction with co-workers		
Attendance / Punctuality		
Quality of Work		
Enthusiasm / Attitude		
<b>TOTAL</b>		
Additional notes:		
_____		
_____		
_____		

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5=Excellent 4=Good 3=Average 2=Fair 1=Poor

Office Manager : _____	Score	Comments
Complete assigned tasks timely		
Organization of office		
Petty cash reconciliation		
Maintain par level of office supplies		
Accounting knowledge		
Phone voice		
Updates on production board		
Updates on online calendar		
Keep filing current		
Spelling / Grammatical		
Money Sheet sent out daily		
Thorough understanding of QuickBooks		
Team Player		
Meets Deadlines		
Organization Skills		
Interaction with co-workers		
Attendance / Punctuality		
Quality of Work		
Work Ethics		
Enthusiasm / Attitude		
<b>TOTAL</b>		
Additional notes: <hr/> <hr/> <hr/>		

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5=Excellent 4=Good 3=Average 2=Fair 1=Poor

General Manager : _____	Score	Comments
Supervision of staff		
Delegation ability		
Give guidance to staff		
Project positive moral		
Reviews company report regularly		
Team Player		
Meets Deadlines		
Hold employees accountable		
Level of advertising adequate		
Professional relationships with staff		
Has an "open door" policy		
Monitors cash flow		
Provides clear expectations to staff		
Organization Skills		
Leadership Ability		
Interaction with co-workers		
Attendance / Punctuality		
Quality of Work		
Work Ethics		
Enthusiasm / Attitude		
<b>TOTAL</b>		
Additional notes:		
<hr/>		
<hr/>		
<hr/>		

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5=Excellent 4=Good 3=Average 2=Fair 1=Poor

Craftsman : _____	Score	Comments
Monitors production time		
Cleanliness of vehicle		
Knowledge of paperwork		
Team Player/ Work Ethics		
Meets deadlines		
Leadership ability		
Interaction with co-workers		
Attendance / Punctuality		
Quality of Work		
Enthusiasm / Attitude		
Maintain tools necessary for job		
Maintain good job safety		
Respect of customers property		
Ability to communicate with customer		
Ability to follow directions		
Ability to handle constructive criticism		
Cleanliness of job site		
Proper use of cell phone on a job site		
Portray positive personal image/dress		
Proper language on a job site		
<b>TOTAL</b>		
Additional notes:		
_____		
_____		
_____		

This Honey Do Service franchise is an independently owned and operated enterprise and is a separate and distinct entity from Honey Do Franchising Group.