

POSITION AGREEMENT

TITLE

Service Specialist

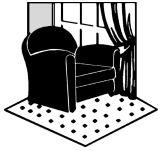
This position agreement is by and between the Service Specialist
and the Production Manager

REPORTING POSITION

None

PURPOSE OF THIS POSITION

To assist in retaining customers by fulfilling Chet's Cleaning Inc. obligations
through the delivery of our cleaning, repairing, and restoration services.

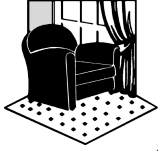


WORK PERFORMED IN THIS POSITION

- Communicate with customers/ consult with their needs
- Communicate with management and fellow employees
- Carry equipment to and from job sites and our Trucks (60#)
- Move furniture around homes to access the floors we clean
- Carpet cleaning & minor carpet repairs
- Upholstery cleaning
- Rug cleaning
- Leather cleaning and repair
- Hard surface cleaning, all types of tile, grout and stone.
- Grout repair & coloring
- Wood floor cleaning and enhancement
- Emergency water extraction
- Deodorizing
- Basic machine maintenance
- Basic truck maintenance
- Maintenance cleaning and or encapsulation
- Carpet color repair
- Dry cleaning- furniture, window treatments, etc...
- Supervising other technicians
- Maintaining chemical inventory
- Inspecting completed work
- Completing tech logs
- Completing work orders
- Completing in store paperwork
- Basic building maintenance
- Be available when emergency calls come in
- Other duties as they may arise

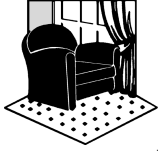
The above statements are intended to describe the general nature of work being performed.

They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of this position.



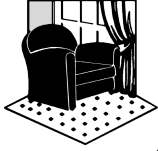
PERFORMANCE STANDARDS OF THIS POSITION

1. All work processes and policies will be documented.
2. All employees will be given documentation as it pertains to their work.
3. All work will be performed according to the documentation.
4. Work processes will be tested and revised as needed.
5. Employees performing the work will be asked for input prior to any work process revision.
6. All work will be performed in accordance with the laws and regulations in the jurisdictions in which **Chet's Cleaning Inc.** operates.
7. All work will be performed according to company policies and up to **Chet's Cleaning Inc.** standards.
8. Management will perform strategic work in an effort to enable employees to perform to the best of their ability and to meet **Chet's Cleaning Inc.** standards.
9. All work will be performed in accordance with safety regulations pertaining to this work.
10. Must be able to lift 50-100 lbs. Must be able to consistently lift 40-60 lbs. daily.
11. Employees will provide staff assistance as requested.
12. Customers will be treated in a courteous and professional manner.
13. Employees will behave in a professional and mature manner when representing **Chet's Cleaning Inc.** (NO PROFANITY, NO HORSE PLAY).
14. Employees will always wear a company uniform in good repair when representing the company.



PERFORMANCE STANDARDS OF THIS POSITION (cont.)

15. Complaints or grievances will be brought to the attention of your manager privately. Public criticism will not be tolerated. Everyone at **Chet's Cleaning Inc.** deserves courteous treatment and will be treated courteously at all times. NO EXCEPTIONS.
16. All job-related documentation will be brought up to date daily.
17. Company equipment and vehicles will be kept neat, clean, and in working order at all times.
18. Among customers polled at any given time, at least 98% will consider the service to be delightful in every respect.
19. All communication with customers will be informative, courteous and yet firm, and unyielding in upholding **Chet's Cleaning Inc.** interests.
20. Redo rates on completed work will not exceed 5% in any month, our goal is 1%.
21. Training of new employees will be performed according to the specific action plan and up to company standards.
22. Product inventories will be maintained within the specified ranges at all times.
23. Service specialists are prohibited from engaging in any activity that competes with **Chet's Cleaning Inc.** or compromises its interests.
24. The unauthorized use of any of **Chet's Cleaning Inc.** tools or equipment for personal use or to conduct outside business will subject the Service specialist to disciplinary action up to and including termination.



Service Specialist

Job Description

Daily Duties

1. Be Happy
2. Be on time (one hour before first appointment, or whatever is necessary)
3. Change into full Uniform
4. Sign in
5. Review "Work Orders" with Production Manager
6. Load "Load list"
7. Final truck inspection complete tech log form
8. Conduct In-Home "Service appointments"
9. Phone into office after last appointment
10. Fuel truck (if less than 1/2 tank)
11. Clean and Stock truck
12. Shop Maintenance (daily task)
13. Turn in completed Paperwork
14. Down Load Pictures
15. Other related duties that may arise

Weekly Duties

1. Attend "Morning Meeting " with Production Manager

Monthly Duties

1. Detail Truck
2. Detail Shop

Quarterly Duties

1. As Requested

Yearly Duties

As Requested

SIGNATURES OF ACCEPTANCE

Signing on behalf of this position and agreeing to accept all its accountabilities is

_____ Date _____

Signing on behalf of the manager's position and agreeing to accept all its accountabilities is

_____ Date _____