

# Maximising Truck Team Productivity

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## Maintain Efficiency Between Jobs...

1. Map out job locations (roughly) at the start of the day – looking at the job notes for each booking will help you gain an understanding of how the day should unfold (i.e. can you go to some jobs early, job size, when / where you will unload, etc.)
2. Always call each customer ahead by at least 10-15 minutes
  - a. If running behind, or about to begin a large job that will put you behind, call the remaining customers and give plenty of notice that you will be arriving in the latter part of the 2 hour window
3. Always keep your job status up to date.
4. Know what you can unload where, and when – familiarity with the transfer-stations and landfills will keep you efficient and eliminate wasted drive time.
5. Review the next day's job list at the end of each day – plan accordingly (start time, etc.)
6. Try to keep water and food on hand – pit stops, although possible, slow everything down and can be the difference between making it through a busy day and not.

## Appearance is Everything

1. Always keep a clean and shiny truck
  - a. Pay particular attention to the wheels (tire/rims) – scrub the rims clean and use a tire finish to gloss them up.
  - b. Squeegee the sides and rear doors of the body dry – this will minimize water marking and prolong the need to rewash
  - c. Clean both the inside and outside of the windshield with window cleaner – scrub bugs and wiper marks off the glass and front grill
  - d. Wash the mud flaps and undercarriage thoroughly – dirt and mud build-up will otherwise fall on a customer's driveway and cause rust/corrosion
2. Clean the interior / cab of the Junk Truck regularly
  - a. Keep non-scented baby wipes and paper towels in the cab behind a seat so reps can quickly clean up after each job
  - b. Do a quick interior wipe down during downtimes – always remove garbage from floors, cup holders, dash and behind seats
  - c. Keep the dashboard free and clear – store gloves, map books, etc. Behind seats, on floor or in door and roof compartments
  - d. Confirm all admin supplies (pens, stapler, etc.) are present and working at start of each day
3. Keep the junk truck equipped and in good repair

- a. Make sure the circle-check has been properly completed every time the vehicle is used
  - b. Always note and address any part or item that is damaged or needs replacement – repair (or replace) all problems quickly as they may affect the legal operating standards of the vehicle or may interfere with ability to safely complete jobs
4. Maintain uniform – always have one on and always keep it clean and in good repair
- a. Don't start the day if any part of the uniform is incomplete or not in good repair – this is the cheapest way to maintain high customer service levels
  - b. Full time truck team members should have at least 2 or more shirt/pant/short combinations – part time members should have at least 1
  - c. Keep spares on hand in truck if weather is bad – you might have to change
  - d. Always wear boot covers in a customer's house

## Quoting with Confidence

1. Always be prepared to quote – do not get out of the truck to quote without your rate card, calculator, pen, cell phone, boot covers and uniform.
  - a. Bring the POS terminal with you to a quote if you're helping someone in a condo complex or apartment building – offer to process payment before you come back to do the job just to save a trip
  - b. Always look happy and eager when you interact with the customer
  - c. Be confident – a customer will respond very positively to you if you project that nothing will surprise you and that you know all there is to know about our industry
  - d. Be patient – especially while completing the job, but also while quoting – customer's don't want to be pushed or rushed into making a purchasing decision
2. Deliver the quote thoroughly but in a timely fashion
  - a. Before delivering a quote, be sure to confirm you have considered all the items for removal – in the case of large quotes, double check with the customer after you have quantified everything once.
  - b. Instead of dropping prices arbitrarily, mention possible areas where customers can reduce the removal cost – i.e. putting extra bags of garbage to curb, or breaking down certain items, etc.

## “Perform” the Removal

1. Always go in prepared
  - a. Bring the right tools (after the quote) when you return to start the job
  - b. Don't leave tools and equipment behind – it looks careless
  - c. If you break or lose any tool or equipment, replace between jobs or by the next operating day
2. Attack the job with a plan – never appear to be uncoordinated
  - a. Think of each job as a 'production' or 'stage play' – act out your role with precision and stay in character

- b. Walk your partner through the job before beginning (unless a very straightforward removal) – this will make it easier for them to make their own decisions to stay productive if you aren't available to ask
  - c. Outline your plan with the customer so they are comfortable with what is happening on their property (if they can't see one team member for a while), etc.
  - d. Be Patient - Make the job look easy – always follow the plan of attack and never show frustration or confusion
  - e. Always be efficient and productive – never double handle or get in your partner's way – i.e. one person carries from the basement to the back door where the other person carries from the back door to the truck.
  - f. Communicate clearly – especially while removing large items in tight spaces, remember that your partner is facing you (usually) and so your 'left' is their 'right' and so on. Keep directions calm, short and clear
  - g. Walk through the job with the customer when you're finished – point out any nicks or scratches and make sure they are happy with the state of things
3. Always sweep up thoroughly
- a. Sweep the immediate area around the removal spot
  - b. Always sweep into the dustpan and always empty the dustpan into our truck, never a customer's garbage
  - c. Never broom debris into grass or onto a driveway – always sweep from the perimeter in; use the dustpan to finish
  - d. Be efficient – while the Driver is processing payment the Navigator can sweep up – Drivers should join the Navigator if they are still sweeping when payment is complete
  - e. Be patient – never rush the sweep up – this is the last thing a customer will remember and it is paramount that when they look at the space we cleared when we've left that they feel they got terrific value for money