

Wet Work Best Practices-Follow Ups/Recalls

1. Speak with Store Manager Only
2. Ask all callback questions (recently updated) and list answers in the work order “additional comments” of the follow up
3. What warrants a recall?
 - o Missed areas
 - Are these areas included in the scope of work?
 - Were the areas accessible to our crew?
 - o Corners & edges neglected
 - o Waxed over dirt or debris
 - o Unremoved build up/old finish (not stripped to bare tile)
 - These areas would appear a different color or duller from the areas fully stripped
 - o If the concerns are from the 1st night of service and are “correctable” follow step #4 and instruct the provider to address all concerns on Night #2 of service
 - o 2 or more full boxes of Finish remain onsite after the last night of service
 - NEST only orders the amount of product required based on the locations sqft.
 - If the location is reporting more product then was initially ordered, please double check with your Account Managers
4. Once a Recall is deemed necessary:
 - o Document the issues in the follow-up “additional comments”
 - Specifics! Specifics! Specifics!
 - o Missed areas: Bathroom (if VCT), breakroom, office, cash wrap, etc....
 - o Waxed over dirt/debris: Aisle(s) #....Front entrance...back hallway....area in front of framing....etc.
 - o Request photos from the location of the concerning areas while speaking with the Store Manager
 - o Follow up conversation with an email to the store recapping the concerns and requesting for photos. **CC: System Z Notes**
 - [See example email on page #2](#)
 - o Contact the service provider immediately to discuss and arrange a return service date. **CC: System Z Notes**
 - o Follow up your conversation with an email sent to the ISP recapping the concerns and requesting for a return service date
 - [See example email on page #2](#)
 - o Send an email to the assigned QA Manager notifying them of the situation. **CC: System Z Notes & Account Manager**
 - [See example email on page #2 and attached QA assignment on page #3](#)
5. Close follow up as “ISP Return on Recall” if it is a quality concern or “ISP Service Incomplete” if it is due to missed areas
6. Update the work order description with SPECIFIC instructions on what needs to be corrected
 - [See example below](#)
7. Set a reminder to work on this again the following day....Recalls **must** be rescheduled within 5 days!
8. Escalation points:
 - Store is unwilling to allow the same ISP to return to make corrections and the DM needs to be notified
 - ISP is unwilling to return to address the concerns or complete service to its entirety
 - Removal letter must be sent to the ISP making them aware that they will forfeit payment for this service and may be charged-back to cover the costs of additional product needed
 - Work order must be closed out as “Need New ISP” and flip the work order status to “Need Alt ISP” Urgent.

Example- Updated Work Order Description

RECALL from (Task) service on (date)

Crew must address all of the below items:

- Missed Areas: Bathrooms (how many) –need to be fully stripped and 6 coats of Finish applied
- Strip/Scrap corners & Edges-6 coats of Finish applied
- Lightly strip area (what area) where there was waxed over dirt. Reapply finish and blend with surrounding area

Before/After photos are required

Payment will not be processed until of the above corrections have been made and confirmed with the Store Manager

Example Emails

Store Follow Up

Subject: Client/Store#/City/State/Task/WO#

Good Morning NEST's Valued Partner,

Per our conversation, below are the discussed items that need to be immediately addressed or corrected from the (Task) service on (date).

- Corners/Edges: were not scrapped & stripped correctly
- Missed areas: Bathroom, breakroom, office, cash wrap, etc....
- Waxed over dirt/debris: Aisle(s) #.....Front entrance...back hallway....area in front of framing....etc.

Please let us know if there are any additions or changes needed to the above concerns.

Also, if you could reply back with photos of the areas of concerns, this will help facilitate a return visit more in a timely matter.

NEST will contact the store ASAP with an updated plan of action and a return service date.

Thank you for your partnership!

ISP Follow Up

Subject: Client/Store#/City/State/Task/WO#

Good Morning NEST's Valued Provider,

I am reaching out in regards to the (service) completed at (Store#/City/State) on (date).

Below are the items of concern expressed by the location that need immediate action:

- Corners/Edges: were not scrapped & stripped correctly
- Missed areas: Bathroom, breakroom, office, cash wrap, etc....
- Waxed over dirt/debris: Aisle(s) #.....Front entrance...back hallway....area in front of framing....etc.

Please reply back with our soonest available reschedule date to address the above mentioned concerns and complete this service to its entirety.

Any recalled service must be rescheduled within 5 days per NEST policy.

Thank you for your assistance in resolving this matter!

QA Follow Up

Subject: **RECALL**-Client/Store#/City/State/Task/WO#

Good Morning (QA Manager),

I am reaching out to inform you of some concerns regarding the (service) completed at (Store#/City/State) on (date).

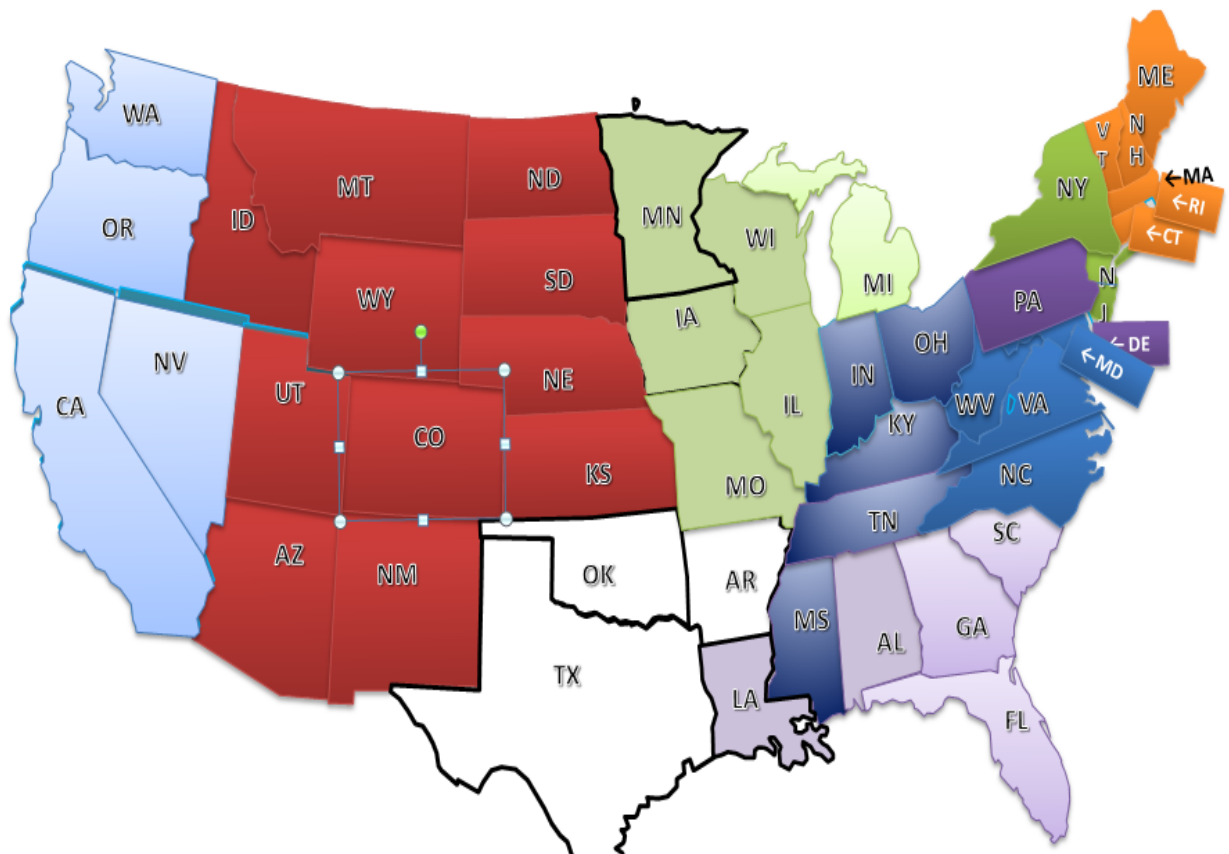
Per our follow up with (Manager Name) below are the issues that were discussed:

- Corners/Edges: were not scrapped & stripped correctly
- Missed areas: Bathroom, breakroom, office, cash wrap, etc....
- Waxed over dirt/debris: Aisle(s) #.....Front entrance...back hallway....area in front of framing....etc.

I have requested photos from the location and will send them over to you once received. The provider (ISP #/Name) has also been notified and we are working on a return scheduled date to address the above concerns.

I will send you update once a reschedule date has been confirmed with the Store Manager,

Thank you,



QA Map Key:

Joseph Loeffler Joseph.Loeffler@enternest.com (609) 314-9983
 Bruce Stambaugh Bruce.Stambaugh@enternest.com (609) 605-7246
 Patricia Martinez- Patricia.Stanley-Martinez@enternest.com (609) 706-9539
 Steve Hauser- Steven.Hauser@enternest.com (609) 413-6263
 George Nelson- George.Nelson@enternest.com (609) 413-3005

Lou Lagana Lou.Lagana@enternest.com (609) 413-3003
 JD Dutra JD.Dutra@enternest.com (609) 682-3539
 Juan DeSantiago Juan.DeSantiago@enternest.com (609) 682-3539
 Doug Hewling Doug.Hewling@enternest.com TBD

Wet Work Best Practices-Photos

Missed corners/edges



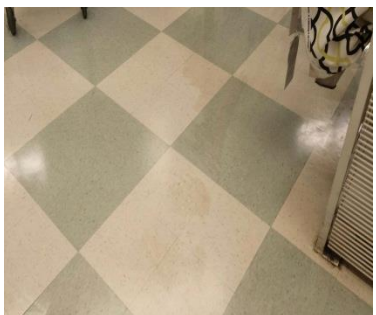
Waxed over dirt



Poorly stripped tiles



Waxed over tiles not fully stripped



Give good examples of what the floor should look like during/after



6 Coats of Finish applied-you should be able to see lights reflected on the floors

