

Tile Strip/Refinish

2020 Cheat Sheet

Rite Aid

Date Range:	3/1 - 4/15 (2x per year stores) 3/1 - 5/31 (1x per year stores)
Internal Scheduling Deadline:	3/1
POC:	Lea Grassel x3327
Manager:	Desi White x5273
External:	No
Lock in:	No (1st night is a full overnight; 2nd night is 4-5 hours)
EMS:	None; Store responsible
Chemicals:	ISP Supplied (Diversey ProStrip and Vectra recommended)
# of Coats - Finish	6 Total
Nights:	1 Night for strip; 1 Night for Top Coat
Top Coat:	Yes, (1) addtl. night after full strip (Separate work order) (Weekly Tile Basic scheduled with Top Coat)
# WO Dispatches:	1
Nuances:	If the Pharmacy area is VCT an RX Tech must be scheduled to stay for Service Strip and top coat must be two consecutive nights 24hr stores must close for strip Weekly Tile Basic must be scheduled same night and time as top coat
Confirmations:	Must be confirmed with store and ISP

It'Sugar

Date Range:	3/1-3/31
Internal Scheduling Deadline:	2/29
POC:	Desi White x5273
Manager:	Desi White x5273
External:	Facilitate
Lock in:	No (SM will provide ISP with a key to lock the building upon completion; ISP must return key in the morning)
EMS:	None; Store responsible
Chemicals:	Store supplied; NEST orders through Staples (1) week prior to Schedule Date
# of Coats - Finish	6 Total
Nights:	1
Top Coat:	None
# WO Dispatches:	1
Nuances:	All Strip services MUST be completed within their allotted service month; NO exceptions. Provider is responsible for moving any fixtures/displays including tables on wheels, carts, boxes, register mats, cardboard displays, etc. These must be moved back by the ISP upon service completion.
Confirmations:	Must be confirmed with store and ISP

Ross

Date Range:	2/1-3/31 for all snow stores ("S" listed after Tier Number; ex. Tier 2-S) 2/1-2/29 for all non-snow stores
Internal Scheduling Deadline:	1/31
POC:	Justin Ciccaglione x5268
Manager:	Erin Elder x3313
External:	Service Channel
Lock in:	Yes
EMS:	Yes (process is done via reporting from NEST to corporate)
Chemicals:	NEST Supplied (Simoniz Matte Finish)
# of Coats - Finish	4 Total
Nights:	2 - 3 depending on size of store or ISP preference
Top Coat:	No
# WO Dispatches:	2-3 Depending on size of store or ISP preference

JoAnn Stores

Date Range:	2/2/20-5/2/20
Internal Scheduling Deadline:	3/1/20
POC:	Dawn Nielsen x5148 - Sydney Burlew x3318
Manager:	Michael Hoffman x5147
External:	Facilitate - Update by Web Display
Lock in:	Yes (stores provide their phone # to crew for emergencies only)
EMS:	JoAnn Cleaning Manager emails to Eco Energy 1x per week
Chemicals:	NEST orders - Chemicals will be on site at all locations by 2/1
# of Coats - Finish	6 Total
Nights:	2 full nights (if under 30,000 SQ FT), 3-4 full nights (if over 30,000 SQ FT)
Top Coat:	N/A
# WO Dispatches:	2-4 depending on store SQ FT
Nuances:	Multiple night strip is scheduled on the same WO (2-3 Dispatches)
Confirmations:	Must be confirmed with store and ISP

Michael's

Date Range:	Q1 2/2- 4/18 Q2 5/3 -7/18
Internal Scheduling Deadline:	1/31
POC:	Erica Heltman X5214
Manager:	Sherry Matousek x5127
External:	Fusion - Only use to update Service Complaints
Lock in:	Yes
EMS:	Yes (process is done via reporting to corporate from NEST)
Chemicals:	Michael's Supplied
# of Coats - Finish	6 Coats; Exception for loc IDs 1191 & 9025 = 8 Coats Total
Nights:	2 full nights; some stores are 3 full nights (based on size/history, check site instructions)
Top Coat:	No
# WO Dispatches:	2-3 depending on store SQ FT
Nuances:	No show prep fee of \$450.00 will be assessed if the crew does not cancel within 48 hours or does not arrive for service.
Confirmations:	Must be confirmed with store and ISP

Party City

Date Range:	1/1 - 1/31 (CA, NV, FL, LA, TX) 4/1 - 4/30 (All Other States)
Internal Scheduling Deadline:	1/1 (First Round) 4/1 (Second Round)
POC:	Lea Grassel x3327
Manager:	Desi White x5273
External:	FM Pilot 2.0
Lock in:	No (2 full overnights based on ability to complete/size)
EMS:	None; Store responsible
Chemicals:	ISP Supplied (Simonize products recommended)
# of Coats - Finish	5 Total
Nights:	2 Nights for strip
Top Coat:	No, but a Follow Up Scrub/Buf must be scheduled 3-7 days after wet service
# WO Dispatches:	2
Nuances:	All Strip services MUST be completed within their allotted service month; NO exceptions. 2 night strip is scheduled on the same WO (2 Dispatches). A follow up "store prep" email must be sent to each location's email address after scheduling service/copy store's DM.
Confirmations:	Must be confirmed with store and ISP

Petco

Date Range:	2/1 - 7/31; each store has a specific month of service within this date range we have 30 days to complete each location within its allotted month
Internal Scheduling Deadline:	16th of the month previous to the beginning date of the range assigned.
POC:	Jennifer Cicalese x3418/Jennifer Fishwick x3429
Manager:	Sherry Matousek x5127
External:	No
Lock in:	No (1st night is a full overnight; 2nd night as needed to complete service)
EMS:	None; Store responsible
Chemicals:	PETCO supplied (Buckeye Clarion Finish & Ripsaw Stripper); need to send counts to Jennifer Cicalese.
# of Coats - Finish	4 Total
Nights:	1; larger stores may require 2. Work out w/Store Leader and ISP for # of nights needed
Top Coat:	No; must have follow up Tile Scrub/Buf approximately 72 hours after Strip service
# WO Dispatches:	1-2 depending on what ISP needs
Nuances:	Rating system is 1-3. Must follow up with SL ONLY for wet services. Need to allow at least (10) business days for any finish/stripper orders to come in prior to service date. NOTHING SHOULD BE COMPLETED IF THE F/U RATING IS LESS THAN 3. Send chemical counts to Jennifer Cicalese via email when scheduling for the orders to be placed.
Confirmations:	Must be confirmed with Store and ISP