

High Performance Team Service Training – by Performance Matters

High Performance Team (HPT) – Course 202



This course provides the participant with a number of ways to build and lead a high performance service team from the ground up. It identifies what makes a great culture and the role we play in enhancing it. The content presents various activities necessary to properly coach and train RSR's and members of the service team. Strong coaching and training leads to peak performance in every aspect of the service team.

Chapter 1: Building High Performance Teams

- 1.0 Chapter Description and Learning Outcomes
- 1.1 Importance of Developing Job Descriptions
- 1.2 RSR Job Description
- 1.3 RSR's Manager Job Description - Route Manager
- 1.4 Service Department Manager Job Description
- 1.5 Sourcing Talent
- 1.6 Hiring Best Practices
- 1.7 Vetting and Selecting Talent
- 1.8 Smart Start Onboarding Process
- 1.9 Creating a Winning Culture
- 1.10 The Power of Happy Employees
- 1.11 Employee Engagement and Recognition

Chapter 1 Quiz

Chapter 2: Performance Management

- 2.0 Chapter Description and Learning Outcomes
- 2.1 Define Leaders vs. Managers
- 2.2 KPI Review and Comprehension
- 2.3 4 Blocking
- 2.4 Coaching on Performance not Meeting Expectations
- 2.5 Understanding the Relationship Between Results and Compensation
- 2.6 Daily Check-ins

Chapter 2 Quiz

Chapter 3: Time Management

3.0 Chapter Description and Learning Outcomes

3.1 Planning and Managing your Schedule Instead of your Schedule Managing you

3.2 Maximize your Workspace

3.3 Activity Analysis

3.4 High Impact vs. Low Impact Activities

3.5 Leveraging Microsoft Outlook

Chapter 3 Quiz

Chapter 4: Effective Service Meetings

4.0 Chapter Description and Learning Outcomes

4.1 Service Meeting Process and Agenda

4.2 Importance, Frequency, & Consistency

4.3 Facilitation Techniques

4.4 Ensuring a Positive Tone

4.5 Training Component

4.6 Guest Speakers

Chapter 4 Quiz

Chapter 5: Value Add Route Ride Training

5.0 Chapter Description and Learning Outcomes

5.1 Structured Evaluation & Grading

5.2 Coaching Throughout the Day

5.3 Manager Addressing the Customer While on a Route Ride

5.4 Pre-route and Post Route Evaluation

5.5 End of Day Route Ride Review

Chapter 5 Quiz

Chapter 6: Management by Walking Around

6.0 Chapter Description and Learning Outcomes

6.1 Inspect What You Expect

6.2 Positive Interaction

6.3 Being Visible

Chapter 6 Quiz

High Performance Team (HPT) – Course 302



The High Performance Team (HPT) training program was designed to encompass all aspects of the Service Team. Being in Service, you know accidents happen no matter if you are new or tenured in your position. The Safety Training and Communication course will teach you safety through the eyes of the Service Department. This course is not intended and should not be used as a replacement of your company safety program. The knowledge you will gain from this course is in addition to your regular, mandatory company training. You will be able to apply the skills you learn not only in your facility, but also in your customer's facilities and home life.

Chapter 1: Why Safety?

1.0 Description and Learning Outcomes

1.1 Who is OSHA?

1.2 Stats and Facts

Chapter 1 Quiz

Chapter 2: High Performance Safety Representative

2.0 Description and Learning Outcomes

2.1 Stretch It Out

2.2 Use the Appropriate Muscles

2.3 To Lift or Not to Lift

2.4 Three Points of Contact

2.5 Hydration and Nutrition

2.6 Quality of Life

Chapter 2 Quiz

Chapter 3: Safety Awareness on the Route

3.0 Description and Learning Outcomes

3.1 Know Your Surroundings

3.2 Hazardous Pickup

3.3 Follow Customer Safety Rules

Chapter 3 Quiz

Chapter 4: Vehicle Safety

4.0 Description and Learning Outcomes

4.1 Inspecting Your Vehicle

4.2 Defensive Driving

4.3 Cell Phone & Other Distractions

Chapter 4 Quiz

High Performance Team (HPT) – Course 402



The High Performance Training Team (HPT) Service Delivery Best Practices Course is designed to provide the trainee with real life, actionable training to address common skill needs for the RSR position. Upon completion, the trainee will be able to address common issues that arise with customers, proactively provide service solutions, and enhance customer communication to exceed customer expectations.

Chapter 1: Handling Common Customer Concerns

- 1.0 Chapter Description and Learning Outcomes
- 1.1 Asking the Right Questions
- 1.2 Effectively Addressing Common Customer Concerns
- 1.3 Resolving Common Customer Concerns
- 1.4 Understanding Your Company's Advantages

Chapter 1 Quiz

Chapter 2: RSR Service Delivery Best Practices

- 2.0 Chapter Description and Learning Outcomes
- 2.1 RSR Service Delivery Best Practices
- 2.2 Informing the Customer of our Value Every Delivery
- 2.3 Unexpected Actions that WOW!

Chapter 2 Quiz

Chapter 3: Service Recovery

- 3.0 Chapter Description and Learning Outcomes
- 3.1 Complaint Resolution Process
- 3.2 Fix + 1

Chapter 3 Quiz

Chapter 4: Current Competition

4.0 Chapter Description and Learning Outcomes

4.1 Major Competitor Profiles

4.2 Know Your Competitors' Agreements

4.3 Not Speaking Poorly About Your Competition

4.4 Industry Trends

Chapter 4 Quiz

High Performance Team (HPT) – Course 502



This course provides the student with concrete product features and benefits that provide the customer with compelling facts and information of what the product does and why it will help their business.

Chapter 1: Uniforms

1.0 Chapter Description and Learning Outcomes

1.1 Product and Service Benefits

Chapter 1 Quiz

Chapter 2: Facility Services Product Overview

2.0 Chapter Description and Learning Outcomes

2.1 Facility Services Facts

Chapter 2 Quiz

Chapter 3: Mats

3.0 Chapter Description and Learning Outcomes

3.1 Product and Service Benefits

Chapter 3 Quiz

Chapter 4: Mops

4.0 Chapter Description and Learning Outcomes

4.1 Product and Service Benefits

Chapter 4 Quiz

Chapter 5: Air Fresheners

5.0 Chapter Description and Learning Outcomes

5.1 Product and Service Benefits

Chapter 5 Quiz

Chapter 6: Soap

6.0 Chapter Description and Learning Outcomes

6.1 Product and Service Benefits

Chapter 6 Quiz

Chapter 7: Paper

7.0 Chapter Description and Learning Outcomes

7.1 Product and Service Benefits

Chapter 7 Quiz

Chapter 8: Microfiber Products

8.0 Chapter Description and Learning Outcomes

8.1 Microfiber Towel Product and Service Benefits

8.2 Microfiber Mop Product and Service Benefits

Chapter 8 Quiz

Chapter 9: Table Linen

9.0 Chapter Description and Learning Outcomes

9.1 Product Features and Benefits

Chapter 9 Quiz

High Performance Team (HPT) – Course 602

RETENTION MANAGEMENT



Learn the best practices around new account installs, new products, proactive and reactive customer retention activities, saving accounts expressing a desire to cancel service, contract renewals/extensions, and a lesson on eye opening stats and facts

Chapter 1: Stats and Facts

1.0 Chapter Description and Learning Outcomes

1.1 Stats and Facts

Chapter 1 Quiz

Chapter 2: New Account Installations

2.0 Chapter Description and Learning Outcomes

2.1 Pre-Install Process to Ensure a Great First Impression

2.2 New Account On-site Installation Process - Making a Great First Impression

2.3 New Account Post-Installation Review

Chapter 2 Quiz

Chapter 3: Proactive Customer Service

3.0 Chapter Description and Learning Outcomes

3.1 Value Add Proposition (VAP) - Informing Our Service Value Every Delivery

3.2 Building Strong Customer Relationships

3.3 Analyzing Your Major Account Relationships Visits

3.4 Key Customer Performance Review Visits

3.5 Force Rank Your Customers

3.6 Inbound Service Call Best Practices

3.7 Spotlight Review

Chapter 3 Quiz

Chapter 4: Product Retention Management

4.0 Chapter Description and Learning Outcomes

4.1 Product Benefits and Value

4.2 Ensuring a Positive Product Experience

4.3 Managing inventories - Fair Value

4.4 Offering Alternatives When a Customer Wants to Quit an Item

Chapter 4 Quiz

Chapter 5: Reactive Retention Process

5.0 Chapter Description and Learning Outcomes

5.1 Jeopardy Account Service Recovery Process (Quit/save)

5.2 Process for Eliminating the Problem From Happening Again

Chapter 5 Quiz

Chapter 6: Renewals and Extensions

6.0 Chapter Description and Learning Outcomes

6.1 Pre-Renewal Strategy

6.2 Common Issues that Arise When Presenting the Agreement Extension

6.3 Why Agreements Automatically Renew

6.4 Agreement Renewal Triggers

Chapter 6 Quiz

Chapter 7: Quit Account Process

7.0 Chapter Description and Learning Outcomes

7.1 Legal Preparation for Quit Accounts

7.2 Quit Account Extraction Process

7.3 Quit Customer Exit Interview

7.4 Post Mortem Quit Analysis

Chapter 7 Quiz

High Performance Team (HPT) – Course 702



This course discusses the various activities and levers used to grow profitable top-line revenue within existing accounts. It identifies areas of opportunity and methods to leverage those opportunities building customer loyalty and overall value. The course contents discuss the overall positive impact on the top line and bottom line P&L by capturing the most profitable revenue with a modest investment.

Chapter 1: Account Penetration with New Items

- 1.0 Chapter Description and Learning Outcomes
- 1.1 Identifying New Product Opportunities
- 1.2 New Item Addition Process
- 1.3 Split Accounts
- 1.4 Solving Customer Needs
- 1.5 Adding Value Through Product Upselling and Cross Selling
- 1.6 Prioritize Items by SIC
- Chapter 1 Quiz

Chapter 2: Acquiring Quality Referrals and Leads

- 2.0 Chapter Description and Learning Outcomes
- 2.1 Customer Contacts
- 2.2 New Business Openings
- 2.3 Customer's Neighbors
- 2.4 Other Customer Locations
- 2.5 Quit Accounts
- 2.6 Personal Contacts
- 2.7 Incentives
- Chapter 2 Quiz

Chapter 3: Price Increase Best Practice Process

3.0 Chapter Description and Learning Outcomes

3.1 Price Increase Strategy

3.2 Effective Price Increase Process

3.3 Measuring to Goal

3.4 Analysis – Customer Specific

3.5 Building Confidence Through Training – Addressing Customer Concerns

3.6 Notification – Internal and External

3.7 Price Increase Triggers

Chapter 3 Quiz

Chapter 4: Looking for New Wearer Opportunities

4.0 Chapter Description and Learning Outcomes

4.1 Unmet Wearer Opportunities Within the Customer’s Business

4.2 New Wearer Orientations and Sign-up Drives

4.3 Uniform Regulations

Chapter 4 Quiz

Chapter 5: Simply Sampling

5.0 Chapter Description and Learning Outcomes

5.1 Why Sample?

5.2 Financial and Income Growth Opportunity

5.3 Targeting the Right Sample Product Based on Customer Industry Group

5.4 Product Demonstration and Sampling Techniques

5.5 Off Route Sampling

5.6 Roles, Reporting, and Tracking

Chapter 5 Quiz

Chapter 6: Inventory Management (Net Increases vs. Decreases)

6.0 Chapter Description and Learning Outcomes

6.1 Understanding and Managing Circulating Inventory to Increase Profitable Revenue

6.2 Addressing Customer Questions Related to Inventories

6.3 Holiday Weeks

Chapter 6 Quiz

Chapter 7: Miscellaneous Ancillary Charges

7.0 Chapter Description and Learning Outcomes

7.1 Energy, Fuel, and Environmental charges

7.2 Delivery Charge

7.3 Inventory Maintenance Charge

7.4 Lost and Damage Charges

7.5 Restocking Fee and Buy Back Charge

7.6 Uniform Exchanges and New Wearer additions

7.7 Finance Charge

Chapter 7 Quiz

Chapter 8: Account and Product Minimums

8.0 Chapter Description and Learning Outcomes

8.1 What are Minimums and Why Do We Have Them?

8.2 Stop Minimum

8.3 Difference Between Billing 50% vs 100% of Circulating Inventory

Chapter 8 Quiz

Chapter 9: Managing Seasonal Accounts and Products

9.0 Chapter Description and Learning Outcomes

9.1 What are Seasonal Accounts/Products?

9.2 Product Service Frequency, Price Adjustments, and Quantity Needs

9.3 Selling Value and Offering Alternatives for Seasonal Mat Service

9.4 Analyze Profitability and Options for Seasonal Mat Accounts

Chapter 9 Quiz

Chapter 10: Invoice Review Scheduled Event

10.0 Chapter Description and Learning Outcomes

10.1 Account Billing Review Process and Timing

10.2 Inventory Review vs. Actual Usage

10.3 Equipment Check

Chapter 10 Quiz

Chapter 11: Effective Sales Contests and Promotions

11.0 Chapter Description and Learning Outcomes

11.1 Sales Contest/Promotion Principals

11.2 Promoting the Promotion

11.3 Contest Timing

11.4 Targeting Competition and Other Contest Ideas

11.5 Communication, Tracking, and Reporting

11.6 New Item Introductions

11.7 Utilize Slow Moving Inventory

Chapter 11 Quiz

High Performance Team (HPT) – Course 802

MERCHANDISE MANAGEMENT

The Merchandise Management Course provides learning material on how to manage various products to ensure your company gets an adequate return on their investment. It also helps to instill practices that will proactively solve customer service issues that arise related to product quantities and quality.

Chapter 1: Key Metrics

- 1.0 Chapter Description and Learning Outcomes
- 1.1 Merchandise Input Cost
- 1.2 Cost Recovery and Net Merchandise Cost
- Chapter 1 Quiz

Chapter 2: Non-Uniform Merchandise

- 2.0 Chapter Description and Learning Outcomes
- 2.1 Non-Uniform Product Management
- 2.2 Logo Mats
- Chapter 2 Quiz

Chapter 3: Uniform Cost Control Practices

- 3.0 Chapter Description and Learning Outcomes
- 3.1 Uniform Checkbook
- 3.2 Utilizing in Stock Uniform Inventory
- Chapter 3 Quiz

Chapter 4: Sizing and Measurement Best Practices

- 4.0 Chapter Description and Learning Outcomes
- 4.1 Sizing Best Practices
- 4.2 New Account Coordinator Job Profile
- Chapter 4 Quiz

Chapter 5: Outsizes

- 5.0 Chapter Description and Learning Outcomes
- 5.1 Uniform Manufacturer and Customer Policies
- Chapter 5 Quiz

Chapter 6: Specialty and Personalized Garments

6.0 Chapter Description and Learning Outcomes

6.1 Pricing Practices and Protections

Chapter 6 Quiz

Chapter 7: Soil Management

7.0 Chapter Description and Learning Outcomes

7.1 Customer and Employee Education on Soil Separation

7.2 Signage and Equipment

7.3 Right Uniform for the Job

7.4 Cover Garments for Protection

Chapter 7 Quiz

Chapter 8: Garment Check-ins

8.0 Chapter Description and Learning Outcomes

8.1 Garment Check-ins Accuracy and Damage

Chapter 8 Quiz

Chapter 9: Proactive Upgrades

9.0 Chapter Description and Learning Outcomes

9.1 Piece for Piece Upgrade Process

9.2 Cost Effective Methods to Refresh and Reimage a Customer's Uniforms

Chapter 9 Quiz

Chapter 10: Quit Wearer Process

10.0 Chapter Description and Learning Outcomes

10.1 Quit Wearer Uniform Return Process

Chapter 10 Quiz

Chapter 11: Lost and Damage Best Practices

11.0 Chapter Description and Learning Outcomes

11.1 Process and Alternatives

Chapter 11 Quiz

Chapter 12: Nametag, Emblem, and Prep

12.0 Chapter Description and Learning Outcomes

12.1 Selling Value

Chapter 12 Quiz

Chapter 13: Garment Area Housekeeping

13.0 Chapter Description and Learning Outcomes

13.1 A Clean and Organized Storage Area

13.2 Product and Equipment Organization

Chapter 13 Quiz

Chapter 14: Signage Communication

14.0 Chapter Description and Learning Outcomes

14.1 Branding and Professionalism

14.2 Wearer Communication

14.3 Soil Separation

14.4 Holiday Week Delivery Day Notification

14.5 Reroute Notification

14.6 Wearer Communication for Repairs, Upgrades, and Quality Inspections

Chapter 14 Quiz

High Performance Team (HPT) – Course 902

Maximizing Financial Operating Profit

The Maximizing Financial Operating Profit Course provides the trainee with a basic understanding of the levers that impact the top line and bottom line and how to effectively manage them. It also highlights the need to be thoughtful of the ROI for service related business expenses and costs.

Chapter 1: Understanding the KPI's

- 1.0 Chapter Description and Learning Outcomes
- 1.1 Top Line Revenue
- 1.2 General Service Costs Outside of Labor and Merchandise
- 1.3 Capital Costs
- 1.4 Material and Supply Expenses
- 1.5 Direct Labor Expenses
- 1.6 Sales, General, and Administrative Costs
- 1.7 Customer and Product Mix Impact on the P&L

Chapter 1 Quiz

Chapter 2: Service P&L Management

- 2.0 Chapter Description and Learning Outcomes
- 2.1 Budgeting Methods
- 2.2 Review Process
- 2.3 Action Planning

Chapter 2 Quiz

Chapter 3: Effective Results Communication - Reporting

- 3.0 Chapter Description and Learning Outcomes
- 3.1 Creating Visual Value
- 3.2 Consistent and Effective KPI Communication
- 3.3 Roll-Up Reporting

Chapter 3 Quiz

Chapter 4: Managing Service Labor Costs

4.0 Chapter Description and Learning Outcomes

4.1 Organizational Structure and Staffing Levels

4.2 Linen Merchandise Input Costs vs. Labor and Customer Retention Costs

4.3 Methods to Be More Efficient

Chapter 4 Quiz

Chapter 5: Account Receivables

5.0 Chapter Description and Learning Outcomes

5.1 Common Policies

5.2 AR Billing and Collection Tips

5.3 Using Psychology to Collect Past Due Balances

5.4 Roles and Responsibilities

5.5 Importance of Leverage

Chapter 5 Quiz

Chapter 6: Partnering with Suppliers

6.0 Chapter Description and Learning Outcomes

6.1 Cost and Value Review

6.2 Maximizing Supplier Support

6.4 Onsite Supplier "Trade Show"

Chapter 6 Quiz

Chapter 7: Expense Management

7.0 Chapter Description and Learning Outcomes

7.1 Contests

7.2 Training

7.3 Employee Goodwill - ROI

7.4 Customer Goodwill – ROI

Chapter 7 Quiz