

# The Green Resource

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## Thankful Greetings From Randal

While it is true that our motto is "reliable service **ALWAYS** in season," our business changes with the seasons. Like the Pilgrims of old, the rhythms of our lives are based on the 4 seasons. I can't help but remember and reflect on the goodness of God as we come to the end of this growing season. We have much to be thankful for. I am especially thankful for communication I receive from you as our clients. You help us become better when you communicate your desires to us even when we mess up. Thanks for caring for us that much. Joyfully & thankfully,

Randal Wise  
Founder and Pres.

*Randal*

## December Chores

- Leaves, Leaves etc.
- Cut Fescue Lawns
- Trim Ornamentals
- Trim Crapemyrtles
- Cut Back Perennials
- Mulch Beds
- Reset Sprinklers
- Install Outdoor Lights

## Permission to Bill You!

### Pressing On Towards Excellence!

Beginning in December you will see a new form that will be a part of each and every job we do. This form is called a **QAR (Quality Assurance Report)**. "What is a QAR," you ask? (see the back of this newsletter for a copy of our QAR.)

**The QAR will insure that we have completed our job to your satisfaction. The QAR communicates that you are very happy with our job or that you have a concern with our job.** If you have a concern we will know it right away with

the QAR. We want to be able to correct any concern and will be doing so within 24 hrs. (business days).

**We want you to be 100% satisfied!** We guarantee everything we do including service for all of our maintenance and installation contracts. As part of our guarantee, we guarantee YOUR satisfaction.

**We won't even invoice you after the job is completed until you sign our QAR!**

By signing our QAR, you are assuring us that we have delivered EVERYTHING you asked us to do and

**you are 100% satisfied!**

### **What should I expect?**

You will see QAR's once a month for regular mowing services. TLC teams will leave QAR's for each visit to your property. If you are on site when the service is completed, we would like you to walk the site with our Team Leader and sign the QAR at this time. For those not on site you may FAX, call or drop our QAR in the mail.

**Your input is necessary as we Press On Towards Excellence!**

## Contracts & Guaranteed Service

While our QAR guarantees your satisfaction with the work we perform for you, contracts also guarantee our service visit schedules for you. Since we have a limited amount of service time to sell to you each year, we will be contracting all of our work from now on. After all, if we are going to guarantee

service time to you, we better be sure that we have not over booked our year so that we can fulfill your needs. If you have not had or currently do not have a service agreement with us, we will be contacting you to detail the extent of your particular service needs so that we may guarantee our services to

you. Our long term goal in all we do is to keep costs down for you. Thank you for your business and for your loyalty. Randal

**GREENKEEPER'S LANDSCAPES**

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# Quality Assurance Report (QAR)

## Monthly Landscape Maintenance

(Job Completion Acknowledgment)

Report Date: \_\_\_\_\_ Acct. Name \_\_\_\_\_

Job Date: \_\_\_\_\_ Address: \_\_\_\_\_

GLI's Work Order # \_\_\_\_\_ Customer's Field Order # \_\_\_\_\_

**DIVISION:**    **TLC** \_\_\_\_\_    **MOWING** \_\_\_\_\_

Foreman/Crew Leader: \_\_\_\_\_ Report Completed By: \_\_\_\_\_

**GREENKEEPER'S LANDSCAPES Has Completed The Following Inspection ...**

Dear Customer/Supervisor: \_\_\_\_\_

Sample

### **Please Read Completely And Carefully**

This document is our observation and written confirmation of the work performed and completed on the above date. Per GREENKEEPER'S LANDSCAPES, Contract Terms & Conditions, every job completed by GREENKEEPER'S LANDSCAPES must have a final inspection of every job/ service by the customer or agent. This inspection must be completed within 24 hours of completion of the job in order to accommodate the necessary time constraints for our invoicing and to insure any and all warranties are activated. This is our customer's opportunity to let us know how our service is. If you do not agree with our inspection, do not sign off on this document! Contact our foreman or call our office for immediate attention. We guarantee 24-hour (business days) response to all QAR concerns. If our customer does not return this document signed to our foreman or to our office, and we have not been contacted by our customer with any concerns within 24 hours after we have completed our inspection, we will consider the completed job acceptable by our customer and initiate invoicing and warranty coverage to begin. **The purpose for this system is to insure our customer's complete satisfaction with GREENKEEPER'S LANDSCAPES.**

Thank you \_\_\_\_\_

**Customer Acceptance** \_\_\_\_\_ **Date:** \_\_\_\_\_