



Welcome to the webinar!

(Don't worry if you can't hear us yet
- we'll be muted till 8:50am)

Grab yourself a piece of paper, a pen and a coffee or
tea and we'll be getting started bang on **9:00am**

Tony

HOW TO GET THE
RIGHT SYSTEMS
TO RUN YOUR
PLUMBING OR
ELECTRICAL
BUSINESS





CJ's Plumbing



Swift Fix Plumbing



Pratts Plumbing

Client Wins!!!



Ware Electrical



Clark Plumbing



Anton Gas





What's Coming Up?





What We'll Cover Today...



THE MILLION DOLLAR TRADIE LADDER

SYMPTOMS

Freedom Time & Money. Exploring Other Ventures Released... Almost Struggling to Train the Team & System

Profitable but Burnout. Business Dependant on Owner. Lacking a Management Team

Steady but Stuck. Need Systems Both Onsite & in Office. Unreliable Sales & Marketing

Stressed & Keen to Grow. Managing Cash Flow. Staff Headaches

Excited but Overwhelmed. Needing a Plan

HUNT

BUILD

FLOW

CRITICAL SUCCESS FACTORS

Employ a General Manager & Board of Directors. Grow Wealth Through Other Business Activities. Exit Strategies...

Provide Guidance to Management Team. Build Key Client Relationships.

Develop Management Team & System to Achieve Leverage.

Create Onsite Systems to Free up Time & Improve Quality of Work. Know your Numbers

Get More Work. Hire Staff. On The Tools

Manage Jobs & Own Projects

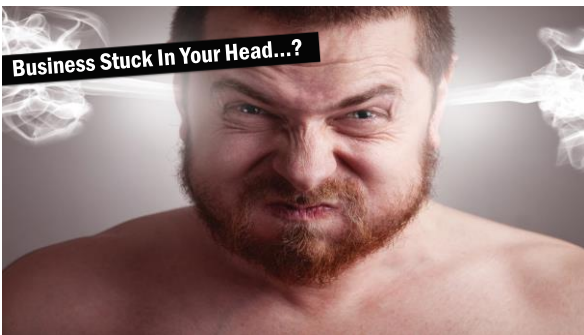
PROFITABLE TRADIE.

The Million Dollar Tradie System

For a Profitable, Well Systemised and Scalable Business



















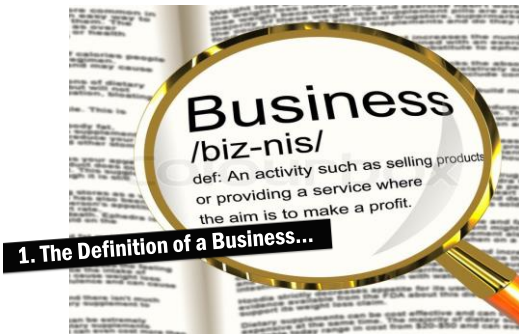


- Margins Up 18% to 38%...
- Repaid \$200k+ in Outstanding Debts...
- 6 New Team Members...
- Sales up by \$1.6m...
- Brought a new Farm...

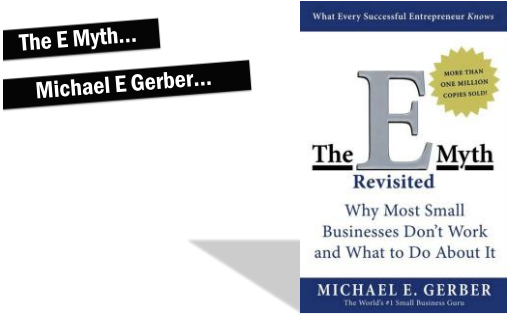


Mark Watkins and Bevan Gully from Advanced Plumbing HB









3 Roles...

Technician...



Manager...



Entrepreneur...



Your Business Is Not You...



Create a Franchise Prototype...



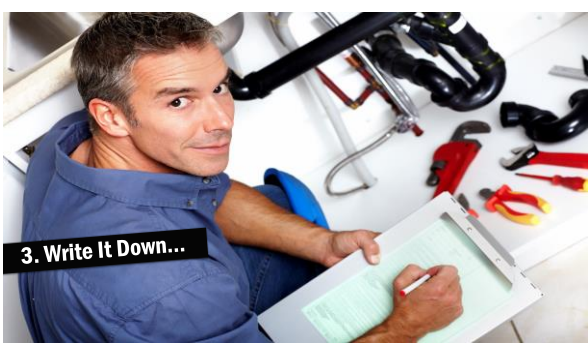
2. Turn Your Business Into an Asset...



A System Has Value...



3. Write It Down...





4. Work Hard Once...



5. Automation Beats Motivation...



Use Technology... Go Paperless

USE THE CLOUD...

OFFICE 365... 

  **DROPBOX - FILESHARING...**

ACCOUNTING SOFTWARE...XERO 

ONLINE PROCEDURES ... 

 **Job Management Software...**

simPRO 
SOFTWARE



Vehicle Tracking...

Add a Step
Click on any available step type.

Edit a Step
Click a step to edit. Remember to save your changes to the step.

Webinar Invitation 3 - 19-11-14 (Copy 01)

364 (Total) 63 (Email) 7 (Phone) 10 (Postcard)

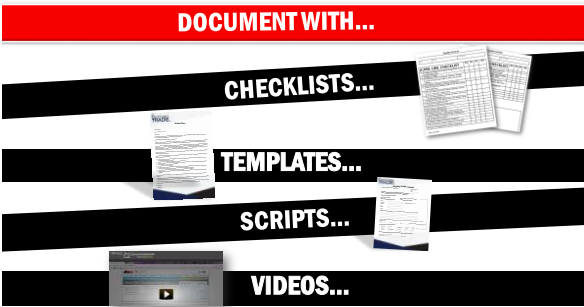
Customer Relationship Management (CRM)...

What's Been Most Valuable So Far...?

V A L U A B L E

The How...

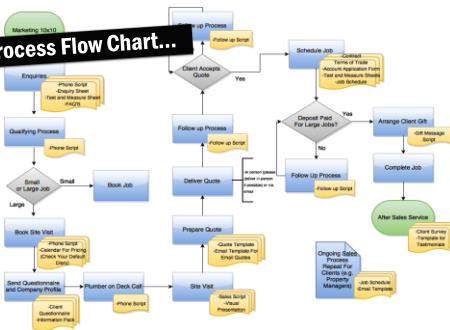








Sales Process Flow Chart...



Sales Process Steps...

Task	Paper Work / Script	Who	Done
1. Marketing 10 x 10 (Website, Ad Words, Direct Mail, Yellow Pages etc.)	Marketing Collateral	Marketing Assistant	
2. Receive Enquiry (Phone, Email)	Phone Script Enquiry Sheet Text and Measure Sheet Frequently Asked Questions List	Administrator / Receptionist	
3. Qualify Prospects	Phone Script	Administrator / Receptionist	
4. Book Job if small maintenance job or repair. Book site visit if enquiry requires quote or site visit (eg. if large job (eg. Bathroom / Kitchen, Renovation or new build) make appointment for 5 working days)	Phone Script Calendar for Pricing / Sales Person (check your Default Derry)	Administrator / Receptionist	
5. Send questionnaire via email (only to large jobs)	Client Questionnaire	Administrator / Receptionist	
6. Send Company Profile / Information Pack via Courier (only to large jobs)	Information Pack	Administrator / Receptionist	
7. Plumber on Deck Call (only for large jobs)	Phone Script - Plumber on Deck	Pricing / Sales Person	
8. Site Visit	Sales Script Visual Sales Presentation (large jobs only)	Pricing / Sales Person	
9. Prepare Quote	Quote template (Action Plan)	Pricing / Sales Person	
10. Deliver Quote	Hand deliver Large Job Quotes (will increase conversion rate) Email templates for email quotes	Administrator / Receptionist	



5. Use The Spotlight Method (80/20)...

PROFITABLE TRADIE.

Pre-Job Checklists

The purpose of this document is to ensure that the tradie properly checks for or addresses any fit off, fit out or fit in of wiring, time and needs to have repair calls to the client are not placed on.

Please ensure that you check with the site manager and/or manager (where applicable) charge of the project to ensure that the fit out, fit in or fit off is completed in a timely manner and that the client is satisfied with the results.

Fit out, fit in or fit off is a process that involves the installation of electrical wiring, lighting, and other electrical components in a building or structure. It is a critical part of the construction process and must be done correctly to ensure the safety and functionality of the system.

Fit out, fit in or fit off is a process that involves the installation of electrical wiring, lighting, and other electrical components in a building or structure. It is a critical part of the construction process and must be done correctly to ensure the safety and functionality of the system.

Fit out, fit in or fit off is a process that involves the installation of electrical wiring, lighting, and other electrical components in a building or structure. It is a critical part of the construction process and must be done correctly to ensure the safety and functionality of the system.

Pre-plot:

Item	Yes	No	Comments
1. All wiring has been installed			
2. All wiring is correctly labeled and color coded			
3. All wiring is correctly terminated			
4. All wiring is correctly protected			

Pre-Job Checklists...

PROFITABLE TRADIE.

Fit off:

Item	Yes	No	Comments
1. Have the kitchen and laundry been installed (EWH)?			
2. Have the hot/cold lines at floor in the store been installed (if applicable)?			
3. Have all the switches been installed?			
4. Are all of the doors installed?			
5. Has all of the tiling and/or vinyl laying been completed (EWH)?			
6. Has all the painting been completed?			
7. Has all electrical work been completed for gas fitting/commencing (if applicable)?			
8. What date is the expert installation booked for (all fit off plumbing must be complete before this date)?			

PROFITABLE TRADIE.

Pre-Wire, Fit off & Final Checklist

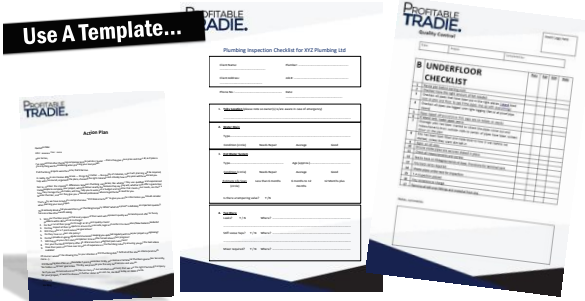
Item	Yes	No	Notes
1. All wiring has been installed			
2. All wiring is correctly labeled and color coded			
3. All wiring is correctly terminated			
4. All wiring is correctly protected			
5. All wiring is correctly installed			
6. All wiring is correctly tested			
7. All wiring is correctly documented			
8. All wiring is correctly inspected			
9. All wiring is correctly approved			
10. All wiring is correctly signed off			

Quality Assurance Checklist...

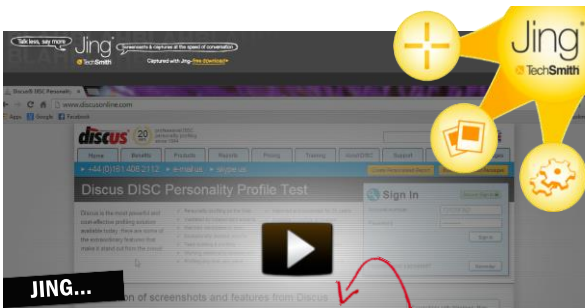
PROFITABLE TRADIE.

Pre-Wire, Fit off & Final Checklist

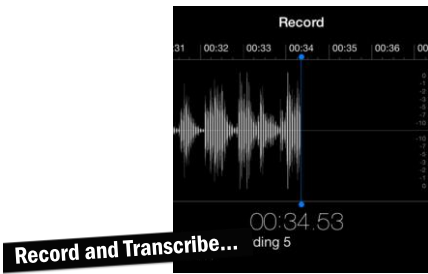
Item	Yes	No	Notes
1. All wiring has been installed			
2. All wiring is correctly labeled and color coded			
3. All wiring is correctly terminated			
4. All wiring is correctly protected			
5. All wiring is correctly installed			
6. All wiring is correctly tested			
7. All wiring is correctly documented			
8. All wiring is correctly inspected			
9. All wiring is correctly approved			
10. All wiring is correctly signed off			





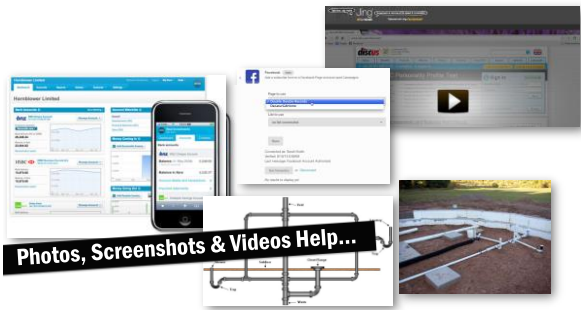


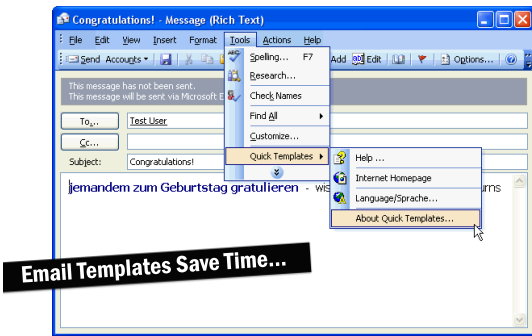
JING... <https://www.techsmith.com/jing.html> Download it Here

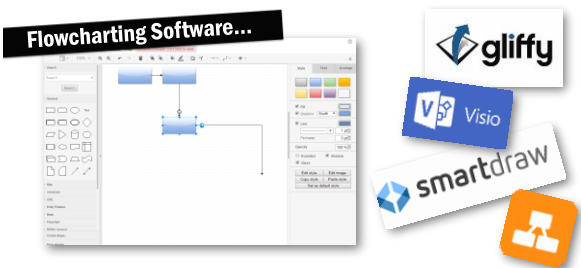












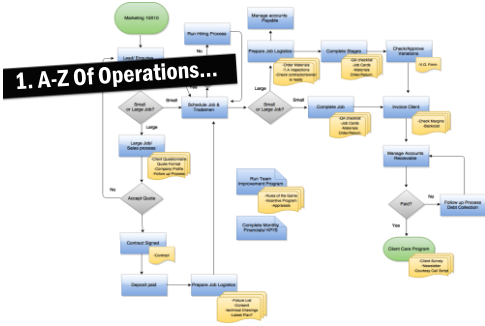


Have over 80 Pricing Templates...

Freed Up 8-10 Hours Per Week...

Neil now delegating pricing...

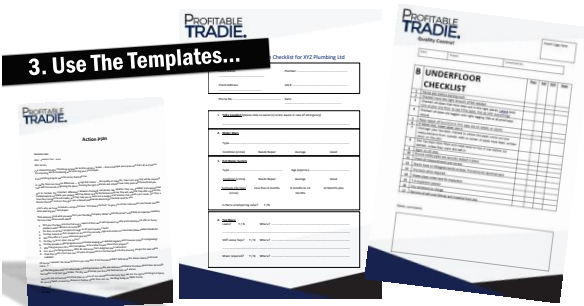




2. Document Red-Light Systems...



3. Use The Templates...



Admin Manual - 2016

Contents

- Contract Details 7
- Member Sign Sheets 8
- Contract Details for Outworking 10
- Member Card - Default Only 11
- An Overview of Monthly Activities 12
- Accounting for Profit 13
- Setting Up Budgets 14
- Web Messages 15
- Product Management - List Inventory in Business Coaching 16
- Mail 17
- Weekly Reviews 18
- Meeting List 19
- Printing 20
- Reminders 21
- Creating Group Member Profiles Coach Team 22
- Creating Memberships 23
- When an order office supplies fails? 24
- Business Cards 25
- Advertisement Orders (for ads, Welcome Packs etc.) 26
- Equipment 27
- Outworking 28
- Outworking 29
- Outworking 30
- Outworking 31
- Outworking 32
- Outworking 33
- Outworking 34
- Outworking 35
- Outworking 36
- Outworking 37
- Outworking 38
- Outworking 39
- Outworking 40
- Outworking 41
- Outworking 42
- Outworking 43
- Outworking 44
- Outworking 45
- Outworking 46
- Outworking 47
- Outworking 48
- Outworking 49
- Outworking 50
- Outworking 51
- Outworking 52
- Outworking 53
- Outworking 54
- Outworking 55
- Outworking 56
- Outworking 57
- Outworking 58
- Outworking 59
- Outworking 60
- Outworking 61
- Outworking 62
- Outworking 63
- Outworking 64
- Outworking 65
- Outworking 66
- Outworking 67
- Outworking 68
- Outworking 69
- Outworking 70
- Outworking 71
- Outworking 72
- Outworking 73
- Outworking 74
- Outworking 75
- Outworking 76
- Outworking 77
- Outworking 78
- Outworking 79
- Outworking 80
- Outworking 81
- Outworking 82
- Outworking 83
- Outworking 84
- Outworking 85
- Outworking 86
- Outworking 87
- Outworking 88
- Outworking 89
- Outworking 90
- Outworking 91
- Outworking 92
- Outworking 93
- Outworking 94
- Outworking 95
- Outworking 96
- Outworking 97
- Outworking 98
- Outworking 99
- Outworking 100

4. Build Your Ops/Admin Manual As You Go...



Flick It Through To The Team...

Questions...