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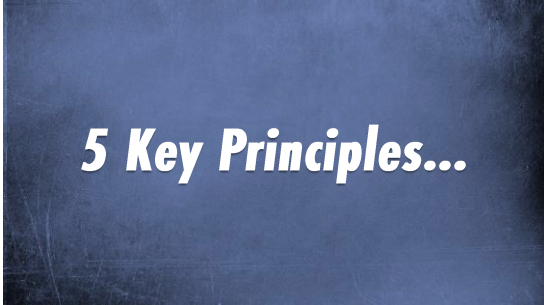
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**PROFITABLE TRADIE VALUES**

**LEARNING**

*We're always looking to learn new things inside and outside of work. This is how we grow as individuals and as a team.*

*"Every Day is an Opportunity to Learn New Things"*

**GREAT EXPERIENCES**

*We believe that it's important to create memorable experiences in all areas of our business, for our members, staff, joint venture partners and all other people we come in contact with. Having a work life balance is very important to us.*

*"We Create Interesting Fun Experiences"*

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**TEAM RULES OF THE GAME**

**Rules Of The Game...**

- PUNCTUALITY.** Hours of Work: Minimum 6.30am to 4.00pm Monday to Friday. We respect these times, and are always ready to start work at 6.30am. ie – arrive 5 minutes early so we can hit the ground running! We always inform \_\_\_\_\_ if we are leaving the job earlier or coming in later than these times. Punctuality is important to us. Our 30 minute break is a maximum of 15 minutes between 12.30 – 1.00pm (travelling to buy lunch is done within this 30 minutes). We limit any personal phone calls/messages to our break times (am, pm or lunch).
- NOTICE.** We give our employer at least one week's notice of any annual leave we want to take. We also give at least 3 days' notice of any appointments within these work hours (ie. Doctor, dentist etc).

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**PROFITABLE TRADIE.**

**XYZ Plumbing - Job Description - Plumber/Gas Fitter**

**Job Descriptions...**

**Overview: -**  
We are excited to be providing the highest quality service in all our plumbing, drainlaying, gas and solar projects from maintenance work through to construction.

We aim to employ only highly motivated team members where the overall quality and pride in our work are the key factors to providing this service.

**Position Overview: -**

- Position Status: Plumber/Gas Fitter
- Reporting Relationships: Director/Owners - Frank and Debra Thomas, Supervising

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Week beginning: XXXXXXXX  
 Weekly Theme: The XTC Planning Way

Pre-read One  
 • Ensure the New Employment Checklist is up to date

	Monday	Tuesday	Wednesday	Thursday	Friday
AM 1	<ul style="list-style-type: none"> <li>Greet on arrival (John)</li> <li>Team Breakfast (John)</li> <li>Workplace and H&amp;S Induction (Mike)</li> </ul>	<ul style="list-style-type: none"> <li>Site Visits to meet James and clients (John)</li> </ul>	<ul style="list-style-type: none"> <li>Site Visits to meet James and clients (John)</li> </ul>	<ul style="list-style-type: none"> <li>Scheduling process (Mike)</li> </ul>	<ul style="list-style-type: none"> <li>Scheduling process (John)</li> </ul>
AM 2	<ul style="list-style-type: none"> <li>Complex Induction (John)</li> </ul>	<ul style="list-style-type: none"> <li>Site Visits to meet James and clients (John)</li> </ul>	<ul style="list-style-type: none"> <li>Site Visits to meet James and clients (John)</li> </ul>	<ul style="list-style-type: none"> <li>Scheduling process (Mike)</li> </ul>	<ul style="list-style-type: none"> <li>Managers Meeting (John)</li> </ul>
PM 1	<ul style="list-style-type: none"> <li>Review PM Planning processes from the Operations Manual (e.g. Unloading Process, Checklist, Trained Pricing Process) (John)</li> </ul>	<ul style="list-style-type: none"> <li>Training on amPRD (Mike)</li> </ul>	<ul style="list-style-type: none"> <li>Scheduling process (Mike)</li> </ul>	<ul style="list-style-type: none"> <li>Learning (John)</li> </ul>	<ul style="list-style-type: none"> <li>Learning (John)</li> <li>Review Case Study (John)</li> </ul>
PM 2	<ul style="list-style-type: none"> <li>Training on amPRD (Mike)</li> </ul>	<ul style="list-style-type: none"> <li>Training on amPRD (Mike)</li> </ul>	<ul style="list-style-type: none"> <li>Scheduling process (Mike)</li> </ul>	<ul style="list-style-type: none"> <li>20 Minute Coaching Session (John)</li> </ul>	<ul style="list-style-type: none"> <li>Social Club/Barbecue (John)</li> </ul>

Trainings to Review  
 Review Training Module in the Operations Manual

Books to Read/Listen To  
 Eat That Frog – Brian Tracy

Case Study  
 I'm finding the team have gaps in their job schedule even though we have more than enough jobs to keep everyone busy. How can I ensure the team are on jobs and not unproductive?

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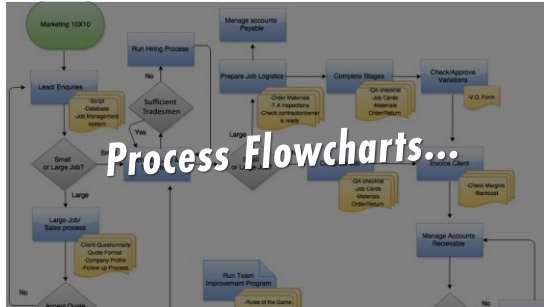
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Process Flowcharts...

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### Enquiry Script / Sheet

Job Enquiry Form

Date: / / Time: \_\_\_\_\_

© SMILE BEFORE PICKING UP RECEIVER (Answer after 3 rings)

*Good Morning/Afternoon welcome to XYZ Plumbing, you're speaking with (your name)*

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*Just so I can help you best can I ask a couple of questions...?*

Have we helped you before?

NO - NEW CUSTOMER YES - RECORD AS EXISTING CUSTOMER

Can I get some details please? Can I confirm your details?

Name: \_\_\_\_\_

Are you a Business? \_\_\_\_\_

Property Address: \_\_\_\_\_

Ph: \_\_\_\_\_

Mobile: \_\_\_\_\_

Scripts...

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Training Videos

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XYZ Plumbing - Plumber/Gasfitter  
Performance Appraisal

Employee Name: \_\_\_\_\_  
 Job Title: \_\_\_\_\_  
 Date of Appraisal: \_\_\_\_\_  
 Manager Name: \_\_\_\_\_

**A. Performance Appraisal Process**

The performance appraisal process is an important way for us (both management and the employee) to ensure that we are working together to improve performance. The process is as follows:

1. The manager and employee discuss the appraisal form prior to meeting.
2. The Manager to complete the evaluation form prior to meeting.
3. The Manager and employee discuss, review and add final comments during the meeting.
4. The Manager and employee sign off the final copy and attach to employee job file.

**B. Key Performance Indicators and Responsibilities**

Indicate whether the Key Performance Indicator is met:

Key Performance Indicators	Achieved?
1. All hours and materials entered into Job Management	Yes / No

Performance Reviews...

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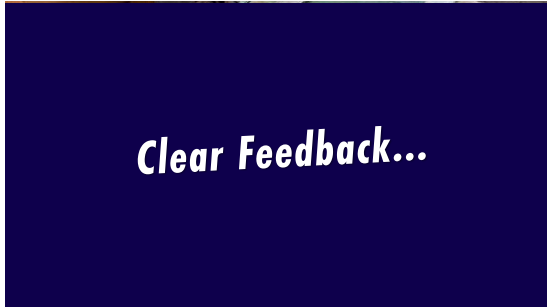
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Clear Feedback...

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Difficult Conversations...

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**The 20 Minute "Coaching Session"** Name: \_\_\_\_\_ Date: \_\_\_\_\_

<b>Wins</b>   Celebrate your progress! What are your wins in the last week?	<b>Focus</b>   What are your biggest challenges/opportunities right now?	<b>KPIs</b>   Review relevant KPIs	<b>Prescriptions</b>   Advice, corrections, guidance and training.
<b>Goals</b>   3 Wins between now and our next meeting			
1.	2.	3.	

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