RedHead Rooter Service Call Tree Call Arrival Personal Call Calling about a PAST/COMPLETED booking -Calling about UPCOMING booking-Collect and log Basic Information in Talkdesk Contact: Name Determine what the customer need Address Phone Number Email Address It is urgent / customer is upset Customer wants to book another appointment Record the issue and reach out to Shane immediately even after hours (be sure to include indicators of Customer has a non-urgent upcoming appointment using customer Map question about their service IN service range NOT in service range Refer to Knowledge Base to capture relevant information and verify we can service. — DOES NOT provide this service CAN provide service Determine if the service is an emergency —It is NOT an emergency— *If you are unsure, call the on-call tech to determine if it is an emegency It is an emergency (needs service ASAP) After hours (disclose there are free estimates, but there is an increased price for after hours appointments) Basic drain cleanings inspection check up to ensure there are no issues inside the drain

- - - Same Day Appt. - - - - -

September 2024

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3	4	5	6	7
		Gio	vanni on call	(909) 727-43	62	
8	9	10	11	12	13	14
Giovanni		Sł	nane on call (909) 609-624	6	
15	16	17	18	19	20	21
Shane		A	then on call (909) 660-079	0	
22	23	24	25	26	27	28
Athen		Gio	vanni on call	(909) 727-43	62	
29	30	1	2	3	4	5
Giovanni		Sł	nane on call (909) 609-624	6	

October 2024

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
29	30	1	2	3	4	5
Giovanni		SI	hane on call (909) 609-624	-6	
6	7	8	9	10	11	12
Shane		A	then on call (909) 660-079	0	
13	14	15	16	17	18	19
Athen		Gio	ovanni on cal	(909) 727-43	862	
20	21	22	23	24	25	26
Giovanni		SI	nane on call (909) 609-624	-6	
27	28	29	30	31	1	2
Shane		A	then on call (909) 660-079	0	

November 2024

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
27	28	29	30	31	1	2
Shane		A	then on call (909) 660-079	0	
3	4	5	8	7	8	9
Athen		Gio	ovanni on cal	(909) 727-43	862	
10	11	12	13	14	15	16
Giovanni		SI	nane on call (909) 609-624	-6	
17	18	19	20	21	22	23
Shane		A	then on call (909) 660-079	0	
24	25	26	27	28	29	30
Athen		Gio	ovanni on cal	(909) 727-43	862	

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1	2	3	4	5	6	7
Giovanni		SI	nane on call ((909) 609-624	- 6	
8	9	10	11	12	13	14
Shane		A	then on call (909) 660-079	0	
15	16	17	18	19	20	21
Athen		Gio	ovanni on cal	l (909) 727-43	362	
22	23	24	25	26	27	28
Giovanni		SI	nane on call ((909) 609-624	-6	
29	30	31	1	2	3	4
Shane		A	then on call (909) 660-079	0	

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Shane		А	then on call (909) 660-079	0	
13	14	15	16	17	18	19
Athen		Gio	ovanni on cal	(909) 727-43	362	
20	21	22	23	24	25	26
Giovanni		S	hane on call (909) 609-624	16	
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Shane		А	then on call (909) 660-079	0	

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