What's the problem?

What's the problem?

- He's busy, but his bank account is small.

What's the problem?

- He's busy, but his bank account is small.
- He works hard.

What's the problem?

- He's busy, but his bank account is small.
- He works hard.
- Clients don't have Internet access.

What's the problem?

- He's busy, but his bank account is small.
- He works hard.
- Clients don't have Internet access.
- Clients don't have cell phones.

What's the problem?

- He's busy, but his bank account is small.
- He works hard.
- Clients don't have Internet access.
- Clients don't have cell phones.
- He feels he isn't being paid in a timely manner.

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What information is Hank entering into his logbook?

What information is Hank entering into his logbook?

- Date of the call

What information is Hank entering into his logbook?

- Date of the call
- Name of the customer

What information is Hank entering into his logbook?

- Date of the call
- Name of the customer
- Phone number

What information is Hank entering into his logbook?

- Date of the call
- Name of the customer
- Phone number
- Job description

What information is Hank entering into his logbook?

- Date of the call
- Name of the customer
- Phone number
- Job description
- Planned job date

What information is Hank entering into his logbook?

- Date of the call
- Name of the customer
- Phone number
- Job description
- Planned job date
- Job length estimate

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What is Hank writing on the job ticket?

What is Hank writing on the job ticket?

- Job ID number

What is Hank writing on the job ticket?

- Job ID number
- Name of the customer

What is Hank writing on the job ticket?

- Job ID number
- Name of the customer
- Phone number and address

What is Hank writing on the job ticket?

- Job ID number
- Name of the customer
- Phone number and address
- Job description

What is Hank writing on the job ticket?

- Job ID number
- Name of the customer
- Phone number and address
- Job description
- Materials needed for the job

What is Hank writing on the job ticket?

- Job ID number
- Name of the customer
- Phone number and address
- Job description
- Materials needed for the job
- Planned job completion date

What is Hank writing on the job ticket?

- Job ID number
- Name of the customer
- Phone number and address
- Job description
- Materials needed for the job
- Planned job completion date
- Job length estimate

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Now what is Hank doing?

- Looks back in the logbook

Now what is Hank doing?

- Looks back in the logbook
- Calls customer back

Now what is Hank doing?

- Looks back in the logbook
- Calls customer back
- Schedules the job

Now what is Hank doing?

- Looks back in the logbook
- Calls customer back
- Schedules the job
- Fills out a job ticket

Now what is Hank doing?

- Looks back in the logbook
- Calls customer back
- Schedules the job
- Fills out a job ticket
- Tapes job ticket to the calendar

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Now what is Hank doing?

- Looks back in the logbook
- Calls customer back
- Schedules the job
- Fills out a job ticket
- Tapes job ticket to the calendar
- Writes job ID number on the calendar

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How does Hank close out a job?

- Creates the invoice

How does Hank close out a job?

- Creates the invoice
- Places the invoice in the addressed envelope

How does Hank close out a job?

- Creates the invoice
- Places the invoice in the addressed envelope
- Stamps the envelope

How does Hank close out a job?

- Creates the invoice
- Places the invoice in the addressed envelope
- Stamps the envelope
- Crosses off the job on the calendar

How does Hank close out a job?

- Creates the invoice
- Places the invoice in the addressed envelope
- Stamps the envelope
- Crosses off the job on the calendar
- Verifies job ID number

How does Hank close out a job?

- Creates the invoice
- Places the invoice in the addressed envelope
- Stamps the envelope
- Crosses off the job on the calendar
- Verifies job ID number
- Files job ticket in file "waiting for payment"

What does Hank usually do on Wednesday?

- Opens mail looking for check payments

What does Hank usually do on Wednesday?

- Opens mail looking for check payments
- Looks through file for respective job ticket

What does Hank usually do on Wednesday?

- Opens mail looking for check payments
- Looks through file for respective job ticket
- Stamps "PAID" on job ticket

What does Hank usually do on Wednesday?

- Opens mail looking for check payments
- Looks through file for respective job ticket
- Stamps "PAID" on job ticket
- Stamps "PAID" in logbook

What does Hank usually do on Wednesday?

- Opens mail looking for check payments
- Looks through file for respective job ticket
- Stamps "PAID" on job ticket
- Stamps "PAID" in logbook
- Notes check number on job ticket

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What does Hank usually do on Wednesday?

- Opens mail looking for check payments
- Looks through file for respective job ticket
- Stamps "PAID" on job ticket
- Stamps "PAID" in logbook
- Notes check number on job ticket
- Files job ticket in closed-jobs file
- Places check in money envelope

What does Hank usually do on Friday?

What does Hank usually do on Friday?

- Drives to the post office

What does Hank usually do on Friday?

- Drives to the post office
- Mails out invoices

What does Hank usually do on Friday?

- Drives to the post office
- Mails out invoices
- Picks up new mail from PO box

What does Hank usually do on Friday?

- Drives to the post office
- Mails out invoices
- Picks up new mail from PO box
- Drives to the bank

What does Hank usually do on Friday?

- Drives to the post office
- Mails out invoices
- Picks up new mail from PO box
- Drives to the bank
- Deposits checks of closed jobs

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What if Hank doesn't finish the planned day's work?

What if Hank doesn't finish the planned day's work?

- Calls the customer back

What if Hank doesn't finish the planned day's work?

- Calls the customer back
- Reschedules the job

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