

# 5 scheduling mistakes lawn care businesses can't afford to make...

## DON'T BE A "NO SHOW"

Nothing kills the trust and results in poor customer reviews than forgetting to show up for ANY service request. When you promise a customer a specific date for their job, you NEED to be there. Your customers don't care about a sick employee, a double booking, or traffic on the road.

As a business owner, it's your responsibility  
to plan ahead and schedule your  
teams to be on time, every time.

## DON'T PROMISE SOMETHING YOU CAN'T DELIVER

Failing to honor your customer's special scheduling request (when you promised it), simply put...is RUDE. We've all been there, done that. One of your loyal customers asked you to show up during certain time. No big deal. But when 10 or 20 or 30+ customers have special requests, like, "Don't come on Mondays" or "Call me before you come"... it's a scheduling nightmare! Just remember, before you promise something you WANT to deliver, when you don't...

"One customer saying something bad about you is  
like telling 26 people you SUCK".

Get an inside look at today's leading green industry online scheduling tool by visiting [www.arborgold.com/demo](http://www.arborgold.com/demo)

## DON'T FORGET THE NEIGHBORS

Efficient scheduling is an art. When you send one crew to any customer job, there's nothing worse than forgetting to schedule that same crew to go to the next job site just down the street. Painful. Even when your crew arrives on time, what does your crew say to the neighbor who walks by asking, "what time will you guys be at my house today?" (This goes for commercial too).

When you have to send your crews to the same location more than once a week, you're wasting your crew's time AND your profits.

## DON'T PROMISE SOMETHING YOU CAN'T DELIVER

No one wants to make two trips to ANY client site when they can complete many jobs in a single visit. When you're scheduling a service, be sure to look at the long-term service plan for that customer. It's easy to overlook future services planned for later that month. Nothing is more frustrating than wasting valuable crew driving time and gas going BACK to a customer job site to complete a service that should have been scheduled on the

A work order mistake can cost a company thousands of production dollars EVERY year.

## DON'T ASSUME YOU'RE FULL...UNLESS YOU'RE FULL

Every day you want your schedule to produce as many production dollars as possible. You're paying your crews for drive time and lunch time! Unless you're meeting your day's quota, you may be falling short of billable dollars at the end of the month. Scheduling is THE second most important aspect of your profitable lawn care business. It's not enough that your crews are busy. Without a packed, efficient schedule, payroll will always be short.

Take advantage of smart crew routing, and multi-service scheduling each and every working day.