



PLUMBING • HEATING • AIR

COMMERCIAL & RESIDENTIAL
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Lead Installer and Installer Expectations:

- I. Company Values and Philosophy
 - A. Adhere to and exemplify the company’s core values and beliefs and code of conduct.
 - B. Promote the company and brand wherever possible.
 - C. Conduct operations of preventative maintenance within the framework of the law and the ethics of good business practices.
 - D. Exercise good judgment in all areas where the company’s interests are represented.
 - E. Work with a team first, individual second philosophy.
 - F. Come to work each and every day dressed with a positive mental approach.

- II. Leadership Expectations
 - A. Set the tone for the Installation department by living with integrity, honor, and humility.
 - B. Keep the Installation vehicles neat, clean, and organized.
 - C. Continue to work on and complete your training and skill development programs as discussed with the GM.
 - D. For the Lead Installer you are expected to lead by example and teach so that you can move up and progress.

- III. Customer Service Expectations
 - A. Assure 0% dissatisfaction
 - B. Exceed the customer’s expectations for quality and value.
 - C. Maintain A&R Installation standards as stated for quality and workmanship.
 - D. Communicate with the GM on a regular and routine basis to resolve questions, concerns, or issues.

- IV. Administration Department Performance
 - A. Meet or exceed all assigned reporting and information goals.
 - B. Implement all company better practices that apply within the department in a timely manner.
 - C. Participate in regular company meeting and functions to develop a team.
 - D. Gain thorough and complete understanding of how the Installation department’s performance impacts A&R’s financial results.

- V. Communication, Reporting, and Compliance
 - A. Report all relevant information, reports and data to the GM or Parts Manager as required.
 - B. Insure Installation’s are in 100% compliance with all company, local, state, and federal codes.
 - C. Immediately report any relevant issue regarding safety, compliance, or legal directly to the GM.
 - D. Participate in company meetings, safety and training meetings, and participate in company planning as requested.

- VI. Reviews, Feedback, and Personnel
 - A. Participate in 1 review each year – provide feedback to the GM on role, improving company operations, and work environment.
 - B. Communicate during feedback all issues or concerns so they may be properly addressed

- VII. Skill Development
 - A. Identify areas needing improvement and provide resources to insure proper skill development.

Employee Signature _____ Date _____

GM Signature _____ Date _____