

ODDJOB PROCESS

At OddJob, our priority is client satisfaction. We assess each client's needs, create a detailed plan, and provide ongoing communication. Our goal is to provide our clients with the highest level of service possible, and we are always looking for ways to improve and refine our approach.

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1 INITIAL INQUIRY AND QUALIFYING YOUR REQUEST

- Connect with us by email, phone, or our online form.
- Get qualified by request, location, and timeline.
- Confirm details about project if needed, including photos.
- Get FREE online estimate or require onsite consultation.



2 A CONSULTATION VISIT

- Confirm visit date.
- Receive and pay invoice.
- Estimator visits to discuss details, materials, budget, and timeline.
- Answer any questions you may have.



3 HANDYMAN PROJECTS AND ESTIMATES

- Receive and review estimate. Ensure it includes all details are included.
- Understand all things that are included and not in estimate.



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4 READY TO MOVE FORWARD AND SCHEDULE YOUR PROJECT

- Approve and pay the deposit.
- Receive a booking appointment based on a first come first service basis
- Confirm booking.



5 PRIOR TO YOUR PROJECT START DATE

- Following up about project two weeks prior to start date.
- Visit reminder send 24hrs before, please hit confirm button.
- Details regarding prep of home before techs arrive.



6 PROJECT DAY (S)

- Technicians arrive and work through project with you.
- Make changes to project if needed, confirmed with office.
- Team will clean up after themselves when the visit is complete.



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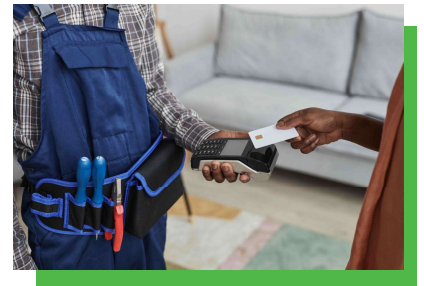
7 PROJECT COMPLETION AND FINAL WALK-THROUGH

- The technician will perform a completion walkthrough with the client.
- The walkthrough will show the client all the things that have been done.
- After-care instructions will be provided to the client.
- Any restriction completed work will be communicated to the client.



8 SIGN OFF AND PAYMENTS

- Client must be present during the onsite consultation.
- Payment is taken on site and invoice will be send the next business day.
- Invoices are due upon receipt, but a 5-day grace period is allowed.
- Remaining balance is automatically billed to the card on file.



9 AFTER CARE

- Company consider clients as family after completing a project .
- Company is always willing to help after completing the project.
- Provide recommendations with trusted partner service providers.
- Treat clients as family and give secret gift after the final visit.

