



Phone Cheat Sheet (with Customer Pricing)

This serves as a comprehensive phone call "cheat sheet", designed to assist users in quickly referencing essential information during customer interactions. By providing this readily accessible information, the cheat sheet ensures efficient and accurate communication, enhancing customer service and streamlining the quoting process.

Excluded Items

1. No Hazardous Liquids (paint, used oil, antifreeze)
2. Car Batteries (Lead Acid Batteries)
3. _____
4. _____
5. _____

Roofing

30 sq shingles MAX - 3 Ton **MAX**

Empty & Returns

1. - \$ _____ less than original price

Special Loads

1. White Goods - Refrigerator, Freezer, etc. - \$ _____
2. Tires - \$ _____
3. Mattresses - \$ _____
4. _____ - \$ _____
5. _____ - \$ _____
6. _____ - \$ _____

**Must be loaded inside back door of dumpster or on back top of load

Concrete

1. Concrete, Block, Dirt, Asphalt - 3 Ton MAX - 1/2 Dumpster MAX
**Driver will tape half. Schedule dumpster swap if customer has more than 1/2 dumpster

Concrete Formula: L x W x D x 150 = lbs. of Concrete (3 Tons = 6,000 lbs. MAX Load)

RTS Confirmation Calls:

"Hi, this is _____ with Griffin Waste. I'm calling to confirm if the dumpster we have scheduled for pickup today at {client's address} is ready for final pickup?"

YES: Confirm we will get it picked up today! Thank them for their business & request if we can assist them again in the future.

NO: Reschedule for another day or place on w/c status. Confirm the additional days rent with the customer.



Company Vehicle Safety Policy

_____ is committed to providing a safe working environment and considers use of company vehicles as part of the working environment. _____ will effectively use this vehicle safety policy to manage driver safety. This policy requires the full cooperation of each driver to operate a company vehicle in a safe manner. Failure to meet all requirements of the vehicle safety policy will result in the immediate loss of driving privileges.

DRIVER SAFETY REQUIREMENTS

- Drivers of company vehicles must have a valid driver's license to operate a company vehicle.
- Drivers must immediately inform human resources and their assigned manager if their license is suspended or revoked. Failure to do so is grounds for termination.
- A driver is responsible for immediately notifying their manager that the company vehicle assigned to them has become unsafe.
- Unauthorized drivers are never to operate a company vehicle, "NO EXCEPTIONS".
- Drivers have a responsibility to promptly report all accidents resulting in injury or damage to the vehicle or other property.
- The driver and all occupants are required to wear safety belts when the vehicle is in operation or while riding in a vehicle.
- A driver must never operate a company vehicle when his/her ability to do so is impaired, affected, influenced by alcohol, illegal drugs, prescribed or over-the-counter medication, illness, fatigue, or injury.
- Company drivers are responsible for driving in compliance with posted speed limits. Drivers are responsible for ensuring the vehicle is maintained in safe driving condition by completing a daily inspection of the vehicle safety features; mirrors, front and rear lights, turning and brake lights, tires, vehicle horn and a clear windshield.

DRIVING RECORD PERFORMANCE

- The Motor Vehicle Record (MVR) of a company driver is reviewed annually or more frequently if reasons warrant. This review ensures a valid driver's license and whether there are moving violations. Two or more moving violations within 12 months will initiate an interview with your manager to discuss whether you are qualified to operate a company vehicle.
- A driver is unacceptable and may have their driving privileges suspended or revoked if the driver's accident/violation history in the past year includes one or more of the following moving violation convictions:
 1. Driving under the influence of alcohol or drugs (DWI)
 2. Hit and run
 3. Failure to report an accident
 4. Neglect homicide arising out of the use of a motor vehicle
 5. Operating during a period of suspension or revocation
 6. Using a motor vehicle for the commission of a felony
 7. Operating a motor vehicle without the owner's authority
 8. Permitting an unlicensed person to drive
 9. Reckless driving
 10. Speeding (3 or more in a 3 year period)
 11. Two (2) preventable accidents in a 12 month period



Company Vehicle Safety Policy (cont.)

IPHONE OR SIMILAR CELLULAR DEVICE:

- Required is a hands-free system using bluetooth or an external speaker and microphone.
- Hands-free phone number memory and programming capabilities are to be included.
- Texting while driving is prohibited.
- If your phone device does not comply with all the requirements stated in this section, you must park the vehicle to place or receive a call.

ACCIDENT REPORTING PROCEDURE:

- Since the driver is the first person at the accident scene, the driver should immediately assess the situation for injuries to other person(s) and damage to another vehicle or property; AND IF serious injuries or severe damages exist, call 9-1-1, followed by your manager. Then, proceed with gathering information using the company vehicle accident investigation form located in the vehicle glove box. If available, utilize your phone device to take pictures of the accident scene and damages to vehicles and/or property.
- At the accident scene, do not discuss fault with, or sign anything for anyone except an authorized police officer.

I HAVE READ THE COMPANY VEHICLE SAFETY POLICY AND UNDERSTAND IT IS MY RESPONSIBILITY TO COMPLY WITH ALL REQUIREMENTS OF THIS POLICY.FURTHERMORE, I AGREE TO BE RESPONSIBLE FOR ALL TRAFFIC AND PARKING VIOLATIONS THAT OCCUR WHILE OPERATING A COMPANY VEHICLE.

EMPLOYEE SIGNATURE

DATE



Hauling Supplies

Are you ready to go? Here we list the various hauling supplies offered by Griffin Waste as a complete guide for to select the right supplies for your hauling needs. Contact your manager for additional questions.

- **Chain**
- **Gloves**
- **Tarps (11x14)**
- **Heavy Duty Rubber Tarp Straps (21" & 31")**
- **Hammer or Mallet**
- **Cell Phone**
- **GPS** (not required, but recommended)
- **Safety Vest or Safety Colored T-Shirt** (may be required by landfill)
- **Hard Hat** (may be required by landfill)
- **List of all landfills, addresses, hours & phone numbers**
- **Painters Tape**
 - Used for labeling full boxes that are temp set on lot
 - Concrete/Asphalt/Dirt Dumpsters - 1/2 MAX
- **DEF - Diesel Exhaust Fluid**
 - _____
 - _____
 - _____
 - _____
 - _____
 - _____



Training Checklist - New Employee

New Employee Name: _____

- Familiar with truck and truck functions.
- Can complete weekly truck inspection accurately.
- Pick up and set off dumpster process.
- Correct use of PTO - on/off, ~ 1500 RPM, etc.
- Use of dumpster - back door.
- Safe driving habits.
- Uses mirrors and backs up well.
- Appropriate attire - logo shirt, boots, etc.
- Familiar with the Service Agreement and instructions
- Can complete Service Agreement correctly.
- Can complete End of Day paperwork.
- Good customer interaction on job sites.
- Aware of landfill locations and safe practices at landfill for disposal.
- Use of landfill rate sheet to select best landfill for disposal.
- General understanding of customer pricing.

I HAVE COMPLETED NEW DRIVER TRAINING AND CAN COMPLETE THE JOB FUNCTIONS OF A DRIVER/TEAM MEMBER FOR GRIFFIN WASTE SERVICES.

EMPLOYEE SIGNATURE

DATE



Training Checklist - Trainer

New Employee Name: _____

- Familiar with truck and truck functions.
- Can complete weekly truck inspection accurately.
- Pick up and set off dumpster process.
- Correct use of PTO - on/off, ~ 1500 RPM, etc.
- Use of dumpster - back door.
- Safe driving habits.
- Uses mirrors and backs up well.
- Appropriate attire - logo shirt, boots, etc.
- Familiar with the Service Agreement and instructions
- Can complete Service Agreement correctly.
- Can complete End of Day paperwork.
- Good customer interaction on job sites.
- Aware of landfill locations and safe practices at landfill for disposal.
- Use of landfill rate sheet to select best landfill for disposal
- General understanding of customer pricing.

THIS NEW EMPLOYEE HAS COMPLETED NEW DRIVER TRAINING AND CAN COMPLETE THE JOB FUNCTIONS OF A DRIVER/TEAM MEMBER FOR GRIFFIN WASTE SERVICES.

TRAINER SIGNATURE

DATE



Telephone Script

At Griffin Waste, our customers are top priority. That's why it is important that we set high quality standards & friendly hospitality when they desire our attention. This document provides a structured phone script designed to enhance customer interactions, reflecting our commitment to exceptional service. By using this script, representatives ensure every conversation demonstrates the high value we place on customer satisfaction and care.

"Thank you for calling Griffin Waste, this is _____."

1) "Where are you located?"

2) "What kind of project or debris are you going to have?"

These two (2) questions will help you determine location specific pricing and the kind of debris the customer will be disposing of in the dumpster. This will allow you to price every dumpster accurately.

"We rent the 10 yd, open top dumpster. It's about 12' long, 8' wide and 4' deep, approximately the same size as an average car in your driveway. In your area, we rent the 10 yd for \$_____. This price includes: _____ days & _____ tons of debris at the landfill. Anything over _____ days is \$_____ per ton."

Based on scheduling, tell the customer how much notice is needed to schedule delivery.

If you can get them a dumpster today, let them know so we can get them a dumpster scheduled ASAP. **Go for the sale!**