

There are three (3) types of service management; Reactive, Crisis Management and Proactive.

Value

Reactive Service Management is most common in the green industry. The Property Manager has a problem on the property with the landscape and they call the Service Provider. The Service Provider corrects the problem as directed by the Property Manager. The Service Management company fulfills the contracted service, but no more.

Of

Crisis Management is the extreme situation when issues get to the point where the Property Manager has to follow up on several issues at one time and prior reported issues may not have been handled.

Service

Proactive Service Management is when the client is being informed of pending conditions that, left unattended, could cause financial harm. This type of Service Management has value added. Many of the services provided are intangible but are noticed by the Property Manager with the distinctive benefits that they receive in other areas. For example, the landscaper informs the Client Manager that the pool water level is noticeably low. The Manager is then able to report the property's needs to the pool service. As a result of this notification, the pool pump is saved from potential damage, which saves the association from dealing with a pool shut down for repairs and the associated costs for such a repair.

A Proactive Service Management company provides you with more than what is stated in their colorful advertising. As a standard you should receive:

- 24-Hour Service Accessibility
- 1 Hour Field Emergency Response Time
- Status Reports

Intangible Services that are value added should include:

- Procedural Efficiency (saves costs normally passed on to the client)
- Professionalism
- Referrals to Other Needed Specialists
- Adaptability & Familiarity with the Account



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