



COAST VIEW RESTORATION

THE WATER MITIGATION PROCESS

EMERGENCY RESPONSE: THE CALL



GOAL

Earn the job! Get the job!



- Somebody has to take the call
 - From the office
 - From JC Answering Service
 - Metro Call
- Make sure that script is available
 - _ 30 minutes response time
 - _ Service fee
 - _ Brief description on what dispatch team will do
- VOLUNTEER TO WORK ON WEEKENDS
 - _ Buena Park & Philippine Team
- Make sure to have ready printed paperworks
- Jeremy should have his equipment
- AJ needs to have an equipment in his basement
- Make sure everyone is trained on how to use Encircle



**Promise 30 minutes
response time**

“Someone is on the way”

**Somebody has to take
calls even on weekends!**

**Assign people who will be
in the job-site**

**Get name, location and
nature of the emergency**

**JC Answering Service
MetroCall**

They should have the scripts

**LA County - AJ
Orange County - Jeremy,
Zamira and Lorena**



Encircle Start

F.L.A.M.E.S.

T. E. A.

Test

Estimate

Abatement

F - Fire and toxins from fire damage

L - Lead and toxins in paint and construction

A - Asbestos - tile glue and construction material

M - Mold and biohazard for lung

M - Moisture destroys wood, attracts termites 72 Hrs

E - other environmental and biological agents

S - Smoke is toxic

Encircle Onsite

**Our goal is to make
your home healthy!**





- Educate the customer about the benefits of a healthy home
- State the California State Law about the biohazard, mold, lead and asbestos
- Explain to the customer the danger of molds, asbestos, lead and biohazard to the health
- Explain that the insurance only covers immediate accidents

DOCUMENTS TO BRING:

- Work Authorization
- Asbestos and Lead Testing
- Quick Summary document
- Permission to put equipment
- Permission to plug

Encircle Drying

Encircle Rebuild