

# MEP BROTHERS



***The phone is answered within 2 rings***

Showroom shelves are never empty

*Customer quotes are generated and sent within an hour  
or notification sent within 5 minutes of any delays*

**In stock items ship same day**

Always get all the information about a customer - phone, address, email address

**Customers should never leave the shop empty handed - give a promotional item**

*Notify customer of an overdue account / account status*

*All sales order get a PO / credit card prior to shipping*

***Cash sales paid up front - no exceptions***

**All order that require a build should have one**

All **SAMPLE** orders require a sales order

Sales orders to be produced one at a time. Clip boards to be returned to station at end of day. Incompleted sales orders to be returned to bin.

***Incoming goods to be received same day***

Sales orders are completed by date - back orders take priority

***Salesman not to take stock without permission***

All Hose assemblies to be inspected and tagged prior to delivery

All staff to have some knowledge of hose assemblies

**Garbages to be emptied on smoke breaks**

All lights, machinery and radios to be turned off prior to exiting at end of day

**Make The Impossible Possible!**