



## MQ1, Meeting Questions

*Ask questions...probe...take notes...do not SELL*

### Restoration Services

How familiar are you with **[Your Restoration Company]**?

Have you ever (or when was the last time) used **[US]** for any services?

Who do you currently use for your restoration services?

What type of services can *competitor* not complete for you?

What type of services do you typically hire *competitor* for?

What type of damage do you and your staff handle internally?

What are the 3 things you look for in a restoration company?

- Fast response
- After hours service
- Priority
- Speed to completion
- Cost/Budget issues
- Liability
- Quality/Job done right



### **Preparedness**

*Do they have any plans/procedures/policies in place already? How old are they? How easily can they access that data?*

What does your emergency response plan look like?

What type of emergency keeps you up at night?

*What have you done to try and solve that potential issue?*

Who are you calling in the event of an emergency like a *sprinkler head break*?

When did you implement your current emergency response plan?

When was the last time you evaluated your current emergency response plan?

Who implemented the emergency response plan?

How would having a 3D scan of your important areas benefit you?

What does your plan not have you wish it did? *{Matterport, Eagleview, Vendors, Shut Off Utilities}*

### **Facility Management**

*Where are their pain points in managing the facility/properties?*

How do you train and educate new maintenance tech/employees on the facility? (utilities, generators, shut offs, etc.)

How do you keep track of important property documentation? (fire alarm manual, elevator certificate updates, insurance, assets, serial numbers, etc.)

How do you budget for unexpected expenses?

How do manage vendors (agreements, pricing, insurance, etc.)



### **Decision Process**

*Who and how long will it take to get an agreement in place*

Who is involved in the decision process?

What does the decision process look like? What are the Steps?

What do you need to make a decision?

When will your decision be made?

### **Training**

*Does it make sense to offer/explore educating the maintenance team as part of the ERP program or staging equipment for tiny water loss and recurring check-ins.*

What certifications do your *maintenance techs* have in regards to restoration services?

How often do you provide training & education for your *men*?

What services would you like your *maintenance techs* to be more educated in?