



LAMPTON-LOVE, INC

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Date: March 21, 2023

To: All Branch Managers

From: Kelly Meeks
Safety Director

Subject: Branch Office Monthly Safety Meeting – March 2023

Company policy requires that each branch office hold a minimum of one safety meeting each month with the documentation of the material covered and the attendance being recorded on the “Monthly Safety Meeting Minutes and Attendance Record” (see attached form). **Please detach the Monthly Safety Meeting Minutes and Attendance Record, fill it out and e-mail or fax a copy to Lynn Mathis.** *Please keep the original for your records.*

NOTE: ONLY the Monthly Safety Meeting Minutes and Attendance Records is to be sent in.

To assist you in complying with this requirement, the following subjects are for your Monthly Safety Meeting, for the month of March 2023. You may add topics, but please document the following topics:

Safety Meeting: (Providing Quality Customer Service)

It is recommended that you thoroughly read this material prior to your meeting.

It is strongly recommended that you use the 3-ring binder to store the last 12 months of the Safety Meeting Minutes and Attendance Record Form!!! This material should be referred to or used to train new employees from the website. This manual should be kept in an area of the office that is easily accessible to all employees.

Be Smart...Be Safe and Be Courteous!!!



PROPANE
EXCEPTIONAL ENERGY

MARCH 2023 SAFETY MEETING

Providing Quality Customer Service

Propane customers have different applications, requirements, and knowledge. Make it a point to understand their needs and provide helpful answers and accurate information. Positive, professional interactions are key to keeping the customers you have and developing new ones. More important, quality, trustworthy customer service is critical in promoting the safe use of propane.

TIPS FOR EVERY CUSTOMER ENCOUNTER:

Be on time – Be diligent about scheduling. Allow enough time to account for necessary work and travel between appointments. Call if you run late. It's better to schedule a job for the next day than to schedule an appointment that cannot be kept.

Check work orders – Before heading to a job, check order information, such as account number, address, customer name, and a description of the work to be done. This ensures you are informed about their particular situation and ready to handle it when you arrive.

Develop a good relationship – Treat your customers as you would like to be treated. Wipe your shoes before entering a customer's home, be prepared to take care of the task at hand and show your concern about their issue – regardless of the size of the job.

Demonstrate integrity – Never promise a customer something that can't be done. Verify that requested services make sense for your company to handle.

Build trust – Do the job right the first time. If a mistake is made, don't be afraid to admit it. Address the issue and handle it quickly.

Manage angry customers the right way – Occasionally, you may deal with an angry customer. Remain calm, be as informative as possible, and don't take hurtful words personally. Apologize for the inconvenience and do whatever is within company policy to satisfy the customer. When your work is done, ask the customer to inspect the work area to ensure they are satisfied.

THREE ESSENTIALS OF PROFESSIONALISM:

Personal appearance – Customers will make a judgment on your trustworthiness by your personal appearance. Always be neat and well-groomed, with your hair trimmed and out of your face. Keep your uniform clean and mended.

Equipment care and maintenance – Even if they don't know how each tool is used, customers notice its condition. Make sure all equipment is cleaned, serviced, and repaired regularly.

Vehicle operation – For both appearance and safety, clean and service your vehicle regularly. Safe and courteous driving habits are a must.

TIP FOR ONGOIN INTERACTIONS AND COMMUNICATIONS:

Oftentimes, customers may need follow-up support or information. This is especially true after an installation or a repair. It is important to remain patient and courteous at all times, and clearly answer any concern the customer may have.

Know your company policies and procedures for documenting safety-related contacts with the customer. Be sure to note the questions or concern along with your response. If your company does not have a special form for this purpose, use a service work order or delivery ticket.

If you cannot answer a customer's questions accurately or completely, refer him/her to someone who can. Start with internal staff, but don't be afraid to refer to appliance service companies if you cannot handle the issue in-house.

MARCH 2023
MONTHLY SAFETY MEETING
MINUTES & ATTENDANCE RECORD

Company Name: _____

City: _____ **State:** _____

Date: _____ **Time Started:** _____ **Time Finished:** _____

Instructed By: _____ **Number Attending:** _____

Subject Covered and Comments:

Safety Meeting: Providing Quality Customer Service _____

By my signature below, I certify that I attended and participated in this Safety Meeting, and I understand the material presented.

Employee Name (Please print)	Employee Signature	License Expires *	Endorsements**	DOT Physical Expires***
1.				
2.				
3.				
4.				
5.				
6.				
7.				
8.				
9.				
10.				
11.				
12.				
13.				
14.				

**List driver's license expiration date in this column.*

***Check licenses for proper endorsements and re-testing (For example: "HazMat") List endorsements in this column.*

****List DOT physical expiration date in this column.*

By my signature below, I hereby certify that the employees listed above have been trained in accordance with the applicable regulation and curriculum for this monthly safety meeting.

E-Mail or fax this sheet only to: Lampton-Love, Inc.

Instructor's Signature: _____

Kelly Meeks/Lynn Mathis

Date: _____

P. O. Box 1607, Jackson, MS 39215-1607

Fax #:601-933-3417