



LAMPTON-LOVE, INC

P.O. BOX 1607 • JACKSON MISSISSIPPI 39215-1607
2950 Layfair Drive • Flowood, Mississippi 39232-8822
(601) 933-3400 • Fax (601) 933-3420

Date: November 14, 2023
To: All Branch Managers
From: Kelly Meeks
Safety Director *KM*
Subject: Branch Office Monthly Safety Meeting – November 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 a copy to Lynn Mathis or LLSafety@lamptonlove.com. Please keep the original for your records.**

NOTE: ONLY the Monthly Safety Meeting Minutes and Attendance Records are 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 November 2023. You may add topics, but please document the following topics:

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

NOVEMBER 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. Apologize for the inconvenience. Call your manager and let them figure out what needs to be done to satisfy the customer.

THREE ESSENTIALS OF PROFESSIONALISM:

- ☒ **Personal appearance** — Customers will make a judgment on your trustworthiness by your personal appearance. Always be neat and well-groomed. Wear appropriate, clean clothing.
- ☒ **Equipment care and maintenance** — Even if they don't know how each tool is used, customers notice its condition. Make sure all equipment is in good, working order.
- ☒ **Vehicle operation** — For both appearance and safety, clean and service your vehicle regularly. Safe and courteous driving habits are a must.

TIPS FOR ONGOING 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 concerns the customer may have.

- ☒ Document everything on a work order or delivery ticket.
- ☒ If you cannot answer a customer's question accurately or completely, refer him/her to someone who can.

**NOVEMBER 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.

Instructor's Signature: _____

Date: _____

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

Kelly Meeks/Lynn Mathis -- LLSafety@lamptonlove.com

P. O. Box 1607, Jackson, MS 39215-1607 Fax #:601-933-3417