
BENRICH SERVICE COMPANY TRAINING PROGRAM©

Water Treatment Service Dialogue

The Goal: The goal of your monthly service is to ensure our equipment is working properly, feed rates are accurate, and sufficient chemical is supplied to last until the next service. We also want the on-site staff to have confidence in our service and product. We have listed some sample dialogue below to help you with this process.

Checking in:

1. **Purpose:** Explain why you are there. “I’m with Benrich Service Company, we have a water treatment agreement with your property and I’m here to provide the monthly service.”
2. **Service History:** “Any noticeable increases in plumbing leaks recently I should be aware of?”
 - a. If yes, refer to “Why am I still getting leaks?” on page 9-10 of “Water Treatment Level 1 Training” handout. Gather all necessary information on where, when, how often etc. their leaks are occurring. If possible, gather pipe samples or ask for pictures.
 - b. “There are various reasons why you are getting an increase in plumbing leaks that could be unrelated to our water treatment service but I’ll make sure our feed rates are looking good today so we can start the process of elimination to determine what is causing these leaks.”
3. **Identify decision maker:** “Once I finish my service, who should I check out with to share my report?”

Checking out:

1. **Meet with the decision maker**
 - a. Typical Service: “I’ve completed our water treatment service. The system is feeding well, I performed a water test and the feed rates look great. I also supplied sufficient compound to last you over the next month.”
 - b. Recent Leaks: “I’ve completed our water treatment service. The system is feeding well but I did increase the feed rate to help with the recent leak concerns. I took some pictures of your pipe samples and will bring them back to my manager to discuss what could be causing your increased leaks. What is the best way for us to contact you and follow up?”
 - c. “Do you have any questions about our service I can help answer?”
 - d. “A copy of my service will be emailed to you, is this the correct email address?”
 - e. “Can I get your signature to sign off on my service provided today?”
 - f. “Thank you, we really appreciate your business. Just so your aware, we also offer boiler, plumbing and air conditioning services so please keep us in mind for any future needs.”

*Signatures are required for approved repairs and for checking out – verbal’s are not accepted. If there is not an on-site manager:

- Repairs can be approved via email with a paper trail
- For checking out, indicate on your paperwork that there is no on-site office or manager