**Stink Stompers Home Reset Methods and Process**

Beginning of Day

1. Dress for the Job – wear the appropriate uniform and be physically and mentally ready to work
2. Obtain scheduled stops from dispatch
3. Report to vehicle
4. Ensure all necessary equipment is available within the vehicle
	* Full Face Respirator – Safety First, do not expose yourself to organic gas
	* Rubber gloves
	* Neck Towel
	* Aerator Pumps – ensure you have enough for the job
	* 50 gram Stink Stompers Kit (both A and B pouches)- ensure extras are available for unscheduled jobs
	* Air hose for pumps – ensure hoses have weights on the ends and that there is enough for each job
	* Scissors – for cutting ends of air hoses if sediments have built up
	* Five Gallon Buckets – Ensure there are enough available for the jobs at hand, all buckets should have ½ gallon, ¾ gallon and 1 gallon measurements labeled on them
	* Spill Totes – Totes must be large and firm enough to fit 2 five gallon buckets comfortably
	* Whisk – for mixing A and B compounds
	* Extension Cords – Ensure there are enough available for the jobs at hand
	* Power Strip – for operating multiple air pumps
	* Warning Signs – To display on any areas being gassed
	* Blue Scotch Tape
	* Rubber Bands
	* Plastic bags – Used to cover sprinkler heads and other sensors in hotel rooms
	* Door Stops
	* Fans or blower – for airing out the home
	* Small trash bag
	* Step Stool
	* Clip Board
	* Transaction Record Papers (estimate receipts)
5. Make sure all equipment is in designated location
6. Note any supplies that may be low and refill as necessary – Consult your supervisor on the location and proper methods for refilling any supplies that may be low

Starting Vehicle and Driving

1. Walk around vehicle and ensure any obstacles are cleared

2. Get in drivers seat of vehicle

1. Fasten seatbelt
2. Turn vehicle on
3. Enter Address of first stop (obtained from dispatch) in to GPS prior to placing the vehicle in to drive
4. Once address has been entered and GPS navigation is active safely reverse vehicle out of parking stall
5. Once out of the parking stall place the vehicle in drive and safely enter the roadway
6. Listen for GPS navigation while driving – do not take eyes off of the road
7. Obey all traffic laws while operating vehicle
8. Scan roadway for any obstacles
9. If you must take your eyes off of the road, pull the vehicle out of the travel lane in a safe location first – do not look at GPS while vehicle is in travel lane

Arrival

1. Always drive safe, especially through customer property
2. Arrive at location on time, call ahead prior to arrival if running behind due to earlier appointments.
3. Park vehicle in a safe area, ensure vehicle location does not inhibit the customer (don’t block any vehicles in)
4. Place vehicle in park and turn off vehicle
5. Remove seat belt
6. Exit vehicle
7. Move to the front door

Evaluation

Due to the nature of the Stink Stompers Home Reset all Homes will need to undergo an evaluation prior to being treated. This ensures that the customer is aware of the risks and has adequate time to prepare the home for treatment. Plan on performing this process in advance of the treatment. Follow all safety procedures for “Beginning of Day”, “Starting Vehicle and Driving” and “Arrival” prior to the “Evaluation”. If the Evaluation has already been performed than begin the “Clearing Home” process.

1. Arrive at the home at the scheduled time
2. Park vehicle in a safe area, ensure vehicle location does not inhibit the customer (don’t block any vehicles in)
3. Place vehicle in park and turn off vehicle
4. Remove seat belt
5. Obtain clipboard, measuring device and an estimate receipt
6. Exit vehicle
7. Move to the front door
8. Locate the contact individual – depending on the circumstance this may be a realtor or the home owner, use discretion to determine the best location to make contact
9. Once located introduce yourself to the contact in a pleasant and courteous manner
10. State your reason for the visit
11. Ask to see the area that will need to be serviced
12. As the contact shows you the area make the following notes:
	* Is the area being treated for bed bugs?
	* Note any smells that the area may have (cigarette smoke, animal smells, general odor, mold, masking agent, etc.)
	* Rate smell and document on transaction record as 1-5 using the following scale:
13. Mild odor (general old room smell)
14. Somewhat Mild (Mildew from air conditioner)
15. Medium Odor (Body Odor)
16. Somewhat Strong (Animal smell)
17. Strong Odor (Cigarette or other smoke)
18. Ask the customer applicable questions and document findings on the estimate receipt
* What odor or sanitization problems are you currently having with the home?
* Has any process already been taken to either mask or eliminate the odor?
* Are there any special considerations that need to be taken for the home?
* If only a section of the house is being serviced have the contact specify which areas and note these on the transaction record
1. Review what the customer’s responsibilities will be if they agree to the service
* The home will be unavailable for approximately 24 hours on the day of the service to allow the organic gas to take effect
* During this time all living things will need to be removed from the home (people, pets and plants)
* The home will need to be in a “well kept” condition to allow for safe movement throughout by the Stink Stomper team
* Ensure there are not damp or wet areas in the home that may be prone to bleach (no wet laundry)
* The customer will be responsible for supplying Stink Stompers with access to the property (keys, security codes, etc.)
* The customer will need to ensure there is running water and electricity available on the day of the service
1. Once the entire area has been surveyed calculate the total square footage
2. Multiply the total square footage by the rate per square foot to get the customer’s subtotal
3. Be aware of any price breaks or current specials being offered
4. Subtract any gift cards or totals from the subtotal
5. Once all items have been added and subtracted write the total expenditure in the total column of the transaction record
6. Review the total expense with the customer
7. Answer any questions the customer may have regarding the total expenditure
8. Once all questions have been answered and the customer agrees to the service establish the date for the service to be performed – refer to your schedule for open dates
9. Once the date for the service is established mark the date on the transaction record
10. Once the date for the service is established ask the customer to sign the transaction record and liability forms
11. After the report has been signed ask the customer what their method of payment will be
12. If check tell the customer to make the check out to\_\_\_\_\_\_\_\_\_\_\_\_
13. If credit or debit card, obtain the card from the customer and run the card with the designated method
14. After the card is run, return the card to the customer
15. Give the customer a copy of the transaction record (email or hardcopy)
16. If appropriate at this time obtain the property access from the customer (keys, security codes, etc.) – if this is not an appropriate time ensure that the keys will be able to be obtained on the day of the service
17. At this time it is also necessary to set up what the arrangements for meeting the contact will be after the service has been performed – this allows for follow up and the return of any keys supplied to Stink Stompers
18. Once the customer is satisfied and all questions have been answered thank the customer for the their business
19. Exit the residence and return to the Stink Stompers vehicle
20. Move to “Clearing Home” process

Clearing Home

1. Arrive at location on the day and time established during the evaluation
2. Park vehicle in a safe area, ensure vehicle location does not inhibit the customer (don’t block any vehicles in)
3. Place vehicle in park and turn off vehicle
4. Remove seat belt
5. Exit vehicle
6. Move to the front door
7. If the keys have not been obtained move to the front door and knock
8. Obtain the keys and any additional access items from the customer
9. After access items have been obtained ensure that the customer has fully vacated the property
10. If keys have already been obtained enter the house and announce yourself loudly
11. Begin moving through the home to ensure that there are no occupants (no animals or humans)
12. Check all crawl spaces and closets
13. After the home has been visually and fully inspected move to the Stink Stompers vehicle
14. Begin “Home Set Up” process

Home Set Up

1. Obtain blue scotch tape, rubber bands, plastic bags, scissors and a step stool – use plastic bags to carry scotch tape, rubber bands, plastic bags and scissors if necessary
2. Move to the home with the equipment in hand
3. Once inside home move to the central thermostat
4. Set the homes temperature to 72 degrees
5. Once thermostat is set begin shutting all exterior doors and windows
6. Workflow should consist of starting on the top floor and moving from room to room
7. Once an entire floor is set up move down to the next floor until all floors are complete
8. Utilize Blue Scotch Tape on the perimeter of all exterior doorways and any openings that do not create a strong seal (doggy doors, older windows, laundry room vents, etc.) – modern windows should suffice without blue scotch tape
9. Close off any exterior openings not included in a room (doors or windows in hallways)
10. As you work through the house be sure to cover any sensors, sprinklers or fire alarms by using the plastic bags and rubber bands – utilize the step stool if these are out of reach
11. If the garage of the home is being serviced unplug the garage motor to ensure no entry
12. If the garage is not being serviced be sure to seal off the doorway and lock
13. Do not seal or close the door being used to access the Stink Stompers vehicle – this will be sealed last
14. Ensure all other exterior doors have been locked
15. Once all necessary items are covered or taped off in the home obtain all the equipment and return it to the vehicle
16. Begin “Tote Set Up” Process

Tote Set Up

1. Begin moving the appropriate equipment in to the home– This is best done by filling a tote with all appropriate equipment and carrying the tote full of equipment to each position within the home
2. Refer to the chart below to determine the amount of totes needed – this will vary depending on what kit size is being used, different sizes can also be used together if necessary

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Sq. Feet | 500 | 600 | 700 | 800 | 900 | 1000 | 1100 | 1200 |
| 50g kit | 1 Tote | 2 Totes | 2 Totes | 2 Totes | 2 Totes | 2 Totes | 3 Totes | 3 Totes |
| 100g kit | 1 Tote | 1 Tote | 1 Tote | 2 Totes | 2 Totes | 2 Totes | 2 Totes | 2 Totes |
| 500g kit | 1 Tote | 1 Tote | 1 Tote | 1 Tote | 1 Tote | 1 Tote | 2 Totes | 2 Totes |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Sq. Feet | 1300 | 1400 | 1500 | 1600 | 1700 | 1800 | 1900 | 2000 |
| 50g kit | 3 Totes | 3 Totes | 3 Totes | 4 Totes | 4 Totes | 4 Totes | 4 Totes | 4 Totes |
| 100g kit | 2 Totes | 2 Totes | 3 Totes | 3 Totes | 3 Totes | 3 Totes | 3 Totes | 3 Totes |
| 500g kit | 2 Totes | 2 Totes | 2 Totes | 2 Totes | 2 Totes | 2 Totes | 2 Totes | 2 Totes |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Sq. Feet | 2100 | 2200 | 2300 | 2400 | 2500 | 2600 | 2700 | 2800 |
| 50g kit | 5 Totes | 5 Totes | 5 Totes | 5 Totes | 5 Totes | 6 Totes | 6 Totes | 6 Totes |
| 100g kit | 3 Totes | 4 Totes | 4 Totes | 4 Totes | 4 Totes | 4 Totes | 4 Totes | 4 Totes |
| 500g kit | 3 Totes | 3 Totes | 3 Totes | 3 Totes | 3 Totes | 3 Totes | 3 Totes | 3 Totes |

\* Round up to the closest square footage

1. After the number of totes needed has been established begin assembling them
2. First Obtain the designated number of totes from the vehicle
3. Move the designated number of totes in to the home and place on the floor near a water faucet – typically the kitchen will work best
4. If stacked together, unstuck the totes and place them inline with each other near the faucet
5. Once totes are placed move back to the Stink Stomper vehicle
6. Obtain 2 five gallon buckets for each tote being used
7. Move the five gallon buckets to the totes
8. Place 2 five gallon buckets in to each of the totes
9. Once each tote has 2 five gallon buckets move back to the Stink Stompers vehicle
10. Obtain 1 aerator pump for each tote being used
11. Move the aerator pumps to the totes
12. Place 1 aerator pump in each tote
13. Once each tote has 1 aerator pump move back to the Stink Stompers vehicle
14. Obtain 10 feet of hose for each tote being used – each hose should also have a weight at the end of it
15. Move hose back to the totes
16. Place 10 feet of hose with the weighted end in to each tote
17. Move back to the Stink Stomper vehicle
18. Obtain the designated number of kits for each tote – There should be both an A and B compound for each tote
19. Move the kits back to the totes
20. Place the kits in each of the totes with the A compound next to one of the buckets and the B compound next to the other - Important! Keep track of which bucket is associated with which compound
21. Once each tote has a kit and all other equipment begin filling the buckets with the designated amount of water required
22. Refer to the table below to determine how much water each bucket will require based on what kits are being used

|  |  |  |
| --- | --- | --- |
| Water | A Bucket | B Bucket |
| 50g kit | ½ Gallon each | ½ Gallon each |
| 100g kit | 1 Gallon each | 1 Gallon each |
| 500g kit | 1 ½ Gallon each | 1 ½ Gallon each |

1. Obtain the first bucket from the tote and move to the faucet
2. Turn the faucet on and test the water to ensure the water is clear and at room temperature
3. Turn the faucet off after it is set at room temperature and is running clear
4. Place the bucket under the faucet and turn the faucet on
5. If the bucket has sediments in it from previous jobs then rinse it clean before filling – sediments can be poured down the drain without impact
6. Once the bucket is filled to the designated line turn the faucet off
7. Remove the bucket from underneath the faucet and place it back in the tote
8. Repeat the process for all remaining buckets
9. Once all buckets have been filled the designated amount begin dispersing totes throughout the house
10. Totes should be spread in an even manner throughout the house – note this will vary from house to house and your own discretion will need to be used to determine the best placement for each tote
11. As you position totes throughout the house ensure that all walkways are clear to avoid tripping hazards
12. Do not spill any water while moving totes throughout the house
13. Ensure each tote is within a 10 foot distance of a power outlet
14. Once all totes are in place begin setting up aerator pump and hose
15. Workflow should consist of moving from totes located on the top floor of the house to the bottom floor
16. Move to the first tote and begin by unwrapping the aerator pump cord
17. Once the cord is unraveled store the wire tie by wrapping it around the unraveled cord
18. Place the unraveled aerator next to the outlet – do not plug the aerator in yet
19. Obtain the hose from the tote and move to the aerator
20. Plug the hose in to the output on the pump
21. Ensure hose is free of sediments – slide weights away from area that has sediment built up and utilize scissors to cut off end of hose if necessary to remove the section of hose that has sediments built up in it
22. Utilize a plastic bag to discard the hose with the sediment build up
23. If pump is successfully pumping air then place the weighted side of the hose in to the bucket that will be used for the A compound
24. If the pump is not pumping air then mark the pump as defective, obtain a new pump and repeat the process with the new pump
25. Repeat the steps for all remaining totes within the home
26. Once all totes on a floor are complete move to the next floor down until they are all set up
27. Once all totes are set up return to the Stink Stompers vehicle
28. Begin Organic Gas Set Up process

Organic Gas Setup

1. Obtain an additional bucket for safely moving all gear between each tote – ensure the bucket is clean before using
2. Obtain the whisk and place in the bucket
3. Obtain rubber gloves and place in the bucket
4. Obtain neck towel and wrap around the neck – this ensures no sweat will drip while full face safety respirator is on
5. Lastly obtain the full face safety respirator mask and place in the bucket
6. Obtain the bucket full of equipment and move back to the house
7. Workflow should consist of moving from totes located on the top floor of the house to the bottom floor
8. Move to the first tote
9. Set the bucket down next to the tote
10. Put the safety respirator on to avoid exposure to organic gas
11. The respirator should fit snuggly against your face – utilize the straps to ensure no gas is breathed in
12. Put slight but firm pressure on the front of the respirator to ensure a good seal
13. Obtain the rubber gloves from the tote and place on each hand
14. Once all safety gear is on open the outer packaging for the A compound and discard the wrapper in to the equipment bucket
15. Begin crushing up the compound while it is still in the inner packaging – ensure all clumps are crushed and the package contains a fine powder
16. Repeat for the crushing process for the B compound
17. Once both compounds have bean liberally crushed unseal the A compound and dump the contents in to the A bucket – ensure this is the bucket that the pump is pumping air in to
18. Discard the inner package in to the equipment bucket
19. Unseal the B compound and dump the contents in to the B bucket – do not mix both compounds together yet
20. Once both compounds have been dumped in to their separate buckets obtain the whisk
21. Use the whisk to stir the A compound in to the water
22. Remove any clumps that may develop – ensure rubber gloves are on for this
23. After the A compound has been thoroughly mixed move the whisk to the B bucket and begin stirring the B compound
24. Once both compounds are thoroughly mixed return the whisk to the bucket with the equipment
25. The next step is to pour the B mixture in to the A mixture
26. Carefully lift the B bucket and slowly pour the mixture in to the A bucket – be careful not to splash or spill any of its contents outside of the tote
27. Once all the mixture has been poured in return the empty bucket to its original position in the tote
28. After the two compounds have been combined the mixture will begin to emit the gas
29. Once the gas has started obtain all loose equipment (whisk and equipment bucket) and move to the next tote
30. Repeat the crushing and mixing process until all totes are emitting gas
31. Once all totes are emitting gas obtain all loose equipment (whisk and equipment bucket) and move to the Stink Stompers vehicle
32. Once you have reached the Stink Stompers vehicle it is now safe to remove any safety gear and return it to its designated location within the Stink Stompers vehicle
33. Obtain the blue scotch tape, warning signs for each exterior doorway and if necessary the key to the home from the Stink Stompers vehicle
34. Move to the home’s door that is being used for access – this door should not have been taped off yet
35. Utilize the blue scotch tape to seal the seems of the access door
36. Tape a warning sign in the center of the doorway to deter entry
37. Move to all remaining exterior doorways and apply a warning sign in the same location
38. If the garage is being serviced place a warning sign in the center to deter entry
39. Once all signs have been applied obtain the scotch tape and move back to the Stink Stompers vehicle
40. Return the scotch tape to its designated area within the Stink Stompers vehicle
41. Begin Wait Period process

Wait Period Process

1. Gas should sit for a minimum of 6 hours to effectively remove odor and sanitize the home
2. This time can be increased to up to 48 hours for larger homes if needed or if scheduling permits – generally more time is better
3. This time does not include the amount of time needed to air the home
4. This time should be utilized to set up other jobs, do scheduled evaluations and clean up other jobs

First Air Cycle

1. Once the appropriate amount of time has passed obtain the safety respirator, blue scotch tape, blower fans and a plastic bag from the Stink Stompers vehicle
2. Move to the home
3. Before entering the home put the safety respirator on to avoid exposure to organic gas
4. The respirator should fit snuggly against your face – utilize the straps to ensure no gas is breathed in
5. Once the respirator has been applied remove the blue tape from around the homes access door
6. Place the used scotch tape in the plastic bag for disposal
7. Leave the plastic bag and roll of scotch tape outside the home
8. Once the blue tape is removed obtain the blower fan and quickly enter the home
9. Close the door after you enter
10. Place the blower fan in a central area of the home near a power outlet
11. Plug the fan in and turn the blower on high
12. Point the fan inward toward the center of the home to encourage airflow within the home
13. Move to the central thermostat
14. If the option is available turn the homes fan on high
15. Once all fans are blowing move to the access door and quickly exit the home
16. Once the access door is closed obtain the blue scotch tape
17. Tape the seems of the access door to keep gas from escaping
18. Obtain all loose equipment and move back to the Stink Stompers vehicle
19. Once you have reached the Stink Stompers vehicle it is now safe to remove any safety gear and return it to its designated location within the Stink Stompers vehicle
20. At this time set a timer for 1 hour – this is the amount of time the gas will need to circulate
21. Begin Second Wait Period process

Second Wait Period

1. Take this time to organize the Stink Stompers vehicle and discard any trash that may have accumulated
2. Discard any trash in the appropriate location – If there is an appropriate sized waste bin on site use this
3. If this is not an option then consolidate the trash so it can easily be discarded at the next available opportunity
4. It is now an appropriate time to take a 10 minute break

Second Air Cycle and Clean Up

1. Once the 1 hour timer has completed obtain the gas mask, a plastic bag and the step stool
2. Move to the home with the equipment – if necessary make multiple trips
3. Before entering the home put the safety respirator on to avoid exposure to organic gas
4. The respirator should fit snuggly against your face – utilize the straps to ensure no gas is breathed in
5. Once the respirator has been applied remove the blue tape from around the access door seals
6. Place the used blue scotch tape in the plastic bag for disposal
7. Bring all available equipment in to the home with you
8. Enter the home – ensure safety respirator is on and secure before entering
9. Once inside close the door behind you
10. Place the equipment near the door
11. Begin unplugging each aerator from the power outlet
12. Workflow should consist of moving from totes located on the top floor of the house to the bottom floor
13. Move to the electrical outlet that the pump is plugged in to and unplug the aerator
14. Once the aerator is unplugged unplug the air hose from the aerator – do not remove the weighted end of the air hose from the bucket or tote
15. Wrap the aerator cord up and apply the wire tie – this should be wrapped around the cord from set up
16. Place the aerator in the tote next to the buckets
17. Move to the next tote and repeat the aerator unplugging process
18. Repeat until all aerators have been unplugged and stowed away in the tote
19. Once all aerators have been deactivated begin emptying the compound from each bucket
20. Workflow should consist of moving from totes located on the top floor of the house to the bottom floor
21. Prepare to empty the bucket by removing the weighted end of the air hose from the A bucket and placing it in the empty B bucket – don’t let the hose drip outside of the tote
22. Pull the remaining hose slack in to the empty bucket
23. Ensure a clear path from the tote to the homes closest bathroom
24. Ensure the toilet lid and seat are up – water can be dumped in to the toilet bowl without impact, if this is not an option the sink or bath tub can also be used though the toilet bowl is preferred
25. Move back to the tote and obtain the A bucket with the compound mixture
26. Carefully utilize the bucket handle to lift the bucket out of the tote
27. Once the bucket has cleared the tote carefully move to the bathroom
28. Do not spill any of the compound – If necessary slide the tote closer to the bathroom to minimize risk of spilling
29. Once you have reached the bathroom carefully pour the compound in to the toilet bowl - use your free hand to slowly tilt the bottom of the bucket over the toilet bowl
30. Do not splash the compound mixture while pouring out the bucket
31. Once the bucket is empty tilt the bucket back to it’s natural state
32. Flush the toilet to ensure all compound has been flushed away
33. Move back to the tote with the bucket
34. Place the bucket back in to the tote
35. Move to the next tote
36. Repeat the bucket emptying process on the remainder of the totes
37. After the pump, air hose and empty buckets are consolidated in the tote begin airing out the home
38. Obtain the plastic bag from near the access door for any residue that will be removed as you go through the home (scotch tape, plastic bags over alarms, etc.)
39. Utilize the step stool as needed
40. Start by opening all windows throughout the home
41. Workflow should consist of starting on the top floor and moving from room to room
42. Remove any scotch tape that may have been used to seal off the windows
43. Remove any scotch tape that was applied to exterior doors – doors do not need to be opened to allow the home to air out
44. Remove any bags and rubber bands that have been placed over fire sprinklers – place used bags and rubber bands in the garbage bag
45. Once all scotch tape and residue has been removed begin moving all totes back to the Stink Stompers vehicle
46. Workflow should consist of moving from totes located on the top floor of the house to the bottom floor
47. Place the plastic bag full of trash in the first tote
48. Lift the tote with both hands and carefully move it to the Stink Stompers Vehicle - be conscious of stairs and other obstacles while moving equipment to the vehicle
49. Once you have reached the Stink Stompers vehicle place the tote on the ground near the vehicle
50. Return all equipment within the tote to its designated location within the Stink Stompers vehicle while the home continues to air out
51. Once all equipment within the tote has been returned place the tote in its designated position within the Stink Stompers vehicle
52. Return to the next tote and repeat the process
53. Continue returning each tote to the Stink Stompers vehicle until all totes have been returned and all equipment as been placed in its designated position within the Stink Stompers vehicle
54. Move back to the blower fan within the home
55. Unplug the blower fan and wrap the electrical cord in an organized fashion
56. Obtain the step stool blower fan and any other loose equipment remaining in the home
57. Return to the Stink Stompers vehicle with remaining equipment
58. Return all equipment to its designated position within the vehicle
59. At this time it is now safe to remove any safety gear and return it to its designated location within the Stink Stompers vehicle
60. Once all equipment has been returned move to the home
61. Begin closing all windows within the home - nte that it is only necessary to close windows if conditions outside allow the home to maintain a comfortable temperature, this allows the home to air out longer
62. Once all windows have been closed move to the central thermostat
63. Turn off any fans that may be running
64. Ensure all equipment has been removed from the home and move to exit the home
65. Once you have exited close the door behind you and lock the home
66. Remove any warning signs from the exterior of the home and move to the Stink Stompers vehicle

Closure

1. Closure with the contact after the service has been completed will depend on what arrangements were made with them prior
2. When you do meet the contact greet the contact and let them know that the home has been serviced
3. Ask the customer if they have any questions or if they would like to inspect the home before you depart
4. If the customer inspects the home ask the customer for feedback on the smell – is the original smell still present? Is there any other smells? – re-treatment options may need to be considered if the home still exhibits any smells
5. Note any feedback on the transaction record
6. Answer any other questions and address any concerns the customer may have
7. Once the customers questions have been thank the customer for their business and tell them to have a nice day
8. Move to the Stink Stompers vehicle