STANDARD OPERATING PROCEDURES

JUNK REMOVAL OPERATIONS MANUAL

BUSINESS OPERATING SYSTEM

STANDARDS SYSTEMS PROCEDURES

Professional Edition | Updated March 2026

TABLE OF CONTENTS

01 COMPANY STRUCTURE

Truck Teams Overview 5

Team Leader Role & Responsibilities 6

Navigator Role & Responsibilities 7

Trainees & Loaders 8

Dispatcher Role 9

Bookkeeper / CSR Role 10

Truck Maintenance Program 11

Main Office & Tech Stack 12

Performance Tracking & Gamification 13-14

02 TRUCK TEAM OPERATIONS

Operations Overview 16

Beginning of Day Checklist (Detailed) 17-19

On the Job Checklist (Detailed) 20-23

Transparent Volume-Based Pricing 24-25

Job Completion & Payment 26-29

End of Day Checklist (Detailed) 30-35

TABLE OF CONTENTS

02 TRUCK TEAM OPERATIONS (CONT.)

Special Items (Furniture, Appliances, Heavy Items) 36-52

General Labor, Moving & Hoarder Jobs 53-55

Demolition Services (Interior & Exterior) 56-69

Concrete Removal & Skid Steer Work 70-74

Commercial Jobs & Partners 75-79

Big Job Calculator 80-81

Safety Procedures & Protocols 82-89

Truck Operation & Maintenance 90-95

03 OFFICE OPERATIONS

Team Members & Expectations 96-98

Bookkeeping & Financial Procedures 99-108

Human Resources (Hiring, Training, Compliance) 109-110, 114-116

Dispatch, Sales & Marketing 111, 117

04 APPENDICES

Forms, Trackers & Templates 120-128

YOUR LOGO

PART I

COMPANY STRUCTURE

This section outlines the foundational elements of the operation. Learn how Truck Teams, Administrative Staff, Facilities, and the Technology Stack integrate to deliver 5-star service and scale efficiently.

TRUCK TEAMS
Roles & Responsibilities

ADMIN STAFF
Dispatch & Support

FACILITIES
Office & Maintenance

TECH STACK
Software & Tools

TRUCK TEAMS

The Core Structure

Junk removal operations center around the truck team. To maintain efficiency, safety, and accountability, our operations utilize a standardized 2-person crew structure for all trucks.

Team Leader (TL)

The "Captain" of the truck. Responsible for driving, quoting, safety, and overall job execution. The Team Leader makes the final call on-site.

Navigator (Nav)

The "First Mate." supports the TL with navigation, ground guiding, safety spotting, and physical labor. All new hires start here.

Trainees (Optional)

New hires undergo a 1-2 week "third seat" period. They shadow the crew to learn safety protocols and workflow before entering the Navigator rotation.

Required Capabilities

Truck team members must possess a specific blend of physical and mental skills to succeed. It is not just about lifting; it is about professional service delivery.

Physical Strength

Must be fit and strong enough to work long hours. Ability to lift and carry at least 100 lbs consistently throughout the day is non-negotiable.

Vehicle Operation

Responsible enough to safely operate large commercial vehicles in tight residential areas, minimizing risk to property and equipment.

Customer Service

Socially adept to interface with customers. Must be able to de-escalate stress, negotiate pricing confidently, and represent the brand professionally.

Checklist Discipline

Adherence to operational checklists (Beginning, On-Job, End-Day) ensures consistency. Shortcuts lead to safety failures and lost revenue.

TEAM LEADER (TL)

Primary Responsibilities

The Team Leader is the captain of the truck, responsible for the safety of the crew, the protection of customer property, and the profitability of the day.

Safety & Operation

The TL must safely drive the commercial truck, adhering to all traffic laws. They plan efficient routes to minimize fuel costs and drive time, and ensure all tools and equipment are present and functioning.

Job Execution

Responsible for thoroughly completing all checklists (Beginning, On-Job, End-Day). The TL ensures the job is done right, managing the Navigator and making autonomous decisions on-site.

Financial Management

The TL performs confident quoting, collects payments, and completes Daily P&L sheets. They must use basic math to calculate load sizes and profitability on the fly.

Critical Competencies

Beyond driving, a Team Leader must possess specific soft skills and technical knowledge to succeed.

Customer Interaction

Must interact professionally with all customers. Crucially, the TL must have the ability to de-escalate situations with upset or angry customers and turn a negative experience into a positive one.

Spatial Reasoning

Must visualize how to remove bulky items from tight spaces without damaging walls or floors. This includes planning the packing of the truck to maximize load efficiency.

Tech Proficiency

Expert operation of Service Raider for job management and QuickBooks for financial tracking. Must be able to navigate these tools without guidance.

Communication

Clear, proactive communication with Dispatch regarding schedule changes and with management regarding truck/personnel issues.

Problem Solving

Ability to solve problems autonomously on the job site without needing to constantly contact management for minor issues.

NAVIGATOR

Role Overview

The Navigator works side-by-side with the Team Leader to complete work orders and ensure safe operations. This role is the foundation of the truck team.

Support & Attitude

Expected to follow the Team Leader's directions with a positive attitude. The Navigator anticipates the Team Leader's needs proactively to keep the day moving efficiently.

Safety & Solutions

Assist with safe operation of trucks and equipment. Navigators must identify and speak up about safety hazards or suggest more efficient solutions to problems.

Path to Promotion

All new truck team employees are hired as Navigators to gain experience. Navigators should be actively trained in Team Leader tasks daily to prepare for future promotion.

Daily Duties & Expectations

Physical Requirements

Must be able to properly and consistently lift and carry at least 100 pounds throughout the workday.

Customer Interaction

Interact professionally and cordially with customers. Navigators are the face of your company alongside the Team Leader.

Technology Use

Use field service software autonomously to identify addresses, understand job descriptions, and access customer contact information.

Communication

Communicate effectively via telephone with customers (courtesy calls) and Dispatch to keep operations running smoothly.

Truck Operations

Assist the Team Leader with safe vehicle maneuvering, including ground guiding when backing up to prevent accidents.

The Onboarding Process

To ensure safety standards and company culture are maintained, all new hires undergo a probationary period before becoming a full-fledged truck team member.

The "Third Seat"

New employees are placed on a truck as a third team member for their first 1-2 weeks. This removes the immediate pressure of performance and allows them to absorb operational details safely.

Observation & Action

Trainees observe how the Team Leader and Navigator interact, handle complex removals, and communicate with customers. They then gain hands-on experience under direct supervision.

Culture Integration

This period is critical for assessing if the new hire fits the [YOUR COMPANY NAME] "5-Star" mindset. Technical skills can be taught, but attitude and work ethic must be inherent.

Evaluation & Promotion

The decision to advance a trainee is based on direct feedback from the field teams they work with.

Feedback Loop

Team Leaders and Navigators provide honest daily feedback to management regarding the trainee's performance, safety awareness, and interaction style.

Promotion Criteria

Successful candidates demonstrate reliability, strength, safety consciousness, and a positive attitude even during difficult jobs.

Graduation to Navigator

Upon successful completion of the training period, the employee is promoted into the regular Navigator rotation. If an employee proves to be a poor fit during training, they are released before entering the rotation.

DISPATCHER

Core Responsibilities

The Dispatcher serves as the operational nerve center of the company, greatly reducing the burden on owners by managing real-time logistics.

Route Planning

Responsible for planning efficient truck routes to minimize drive time and fuel costs while maximizing job completion rates.

Real-Time Adjustments

Strategically rearranging truck team schedules on the fly to accommodate same-day bookings, unexpectedly large jobs, flat tires, or other schedule disruptions.

Required Knowledge

- **Geography:** Deep knowledge of the service area layout.
- **Disposal Sites:** Locations, operating hours, and accepted materials for all local landfills and transfer stations.
- **Operations:** Accurate estimation of time required for various job types and dumping runs.

Key Skills & Communication

Dispatchers must be proactive problem solvers who maintain effective, open communication with all truck teams.

Decision Making

Must be able to make autonomous, immediate decisions without waiting for management approval to keep operations moving.

Problem Solving

Ability to solve complex logistical puzzles under pressure when schedules break down or resources become constrained.

Proactive Communication

Stay "one step ahead" by communicating with teams before issues arise. Ensure all jobs are completed on schedule efficiently.

Additional Duties

Be prepared to fulfill other critical job duties, such as answering phones and booking jobs, as necessary to support the team.

Strategic Planning

Effective planning and management skills to balance the needs of customers, crew capabilities, and company profitability.

BOOKKEEPER & CSR

The Administrative Anchor

[YOUR COMPANY NAME] recommends hiring a Bookkeeper and Customer Service Representative (CSR) as the first administrative employee. This role serves as the central hub for office operations.

Primary Responsibilities

At first, this person wears multiple hats: managing the books, taking inbound customer calls, answering service questions, and scheduling jobs in the system.

Future Growth Path

As the company scales and call volume increases, a dedicated telephone operator should be hired. This allows the Bookkeeper to transition into focusing solely on financial tasks and reporting.

Required Competencies

This role requires a unique blend of financial accuracy and customer-facing warmth. The ideal candidate must be agile enough to switch contexts instantly.

Communication

Must communicate effectively via telephone, email, and text. Professionalism is required even when dealing with difficult or confrontational customers.

Tech Proficiency

Must understand and operate CRM/scheduling software, QuickBooks, and digital marketing platforms like Groupon and Angie's List.

Agility & Multitasking

Customer calls will often interrupt other work. The ability to prioritize instantly, flexible with changing duties, and maintain a positive attitude is critical.

Problem Solving

Must be able to solve operational problems autonomously and possess the judgment to know when to escalate issues to management.

TRUCK MAINTENANCE

Maintenance Options

Routine tasks such as oil changes and greasing lift mechanisms must be done frequently. Choose the strategy that fits your current scale.

1. Dealer Plan

Negotiate a maintenance package for the first year when purchasing a new truck. This is the simplest option for new fleets.

2. Fleet Services

Utilize a professional fleet maintenance company. They track intervals automatically, though some may require more than one vehicle to sign on.

3. In-House / DIY

Hire team members or perform basic work yourself. Focus on inspections, fluid changes, and noting problems rather than sophisticated repairs.

Program Management

Strategic Scheduling

Perform maintenance when landfills are closed (typically Sundays) or during evenings. Avoid taking trucks offline during revenue-generating hours.

Ownership Assignment

One specific person must own the maintenance program. Whether it's the owner or a lead driver, accountability ensures checks aren't skipped.

Scaling Considerations

While DIY is cheapest initially, outsourcing becomes necessary as you scale. As truck count grows, management focus should shift from changing oil to running the business.

Maintenance Note

Even with outsourced maintenance, daily driver inspections are critical. The goal is to catch small issues before they become expensive downtime.

Office Evolution

Start lean to maintain cash flow, then scale into professional facilities as the fleet grows.

PHASE 1: STORAGE FACILITY

Low Cost Entry: No long-term leases required. Provides secured parking for trucks and basic supply storage.

Operations are initially run from home to minimize overhead expenses.

PHASE 2: FLEX SPACE

Required for scaling. Combines warehouse space with a small office.

- ✓ Safe parking for trucks/employee vehicles
- ✓ Drive-in door for indoor work/unloading
- ✓ Electrical outlets for charging tools
- ✓ Water spigot for truck washing
- ✓ Secure storage for supplies & parts
- ✓ Bathroom & Internet access

The Tech Stack

Essential software tools for managing operations, communication, and financials.

HOUSECALL PRO

The core operating system. Handles bookings, transactions, CRM, customer communication, and review management.

GOHIGHLEVEL

Marketing engine. Centralizes inbound calls/texts, runs automations, and manages lead follow-ups.

WHATSAPP

Team communication. Used for 1-on-1 employee chats and general group announcements.

GOOGLE WORKSPACE

Organization. Docs, Slides, and Sheets for manuals, SOPs, and tracking data.

CANVA

Quick graphics. Used for creating flyers, social posts, and internal documents.

BANKING APPS

Financial visibility. Real-time access to accounts for security and transaction monitoring.

PERFORMANCE TRACKING SYSTEM

Gamification Strategy

To drive high performance, we recommend gamifying the activities you want your field team to perform. By implementing software that tracks, visualizes, and rewards key performance indicators, you transform daily operations into an engaging environment.

Central Platform

An internal dashboard serves as the central hub for performance tracking. It removes ambiguity about expectations and provides instant feedback on progress toward financial goals.

Revenue Visibility

Dashboards should clearly display Company, Team, and Individual revenue targets. Employees can see exactly where they stand in real-time, fostering accountability and drive.

Accountability

By making data visible, you empower team members to take ownership of their results. Transparency applies to employee performance just as it does to customer pricing.

Dashboard Metrics

A robust performance system should track and display the following key metrics to keep teams aligned with business objectives:

Monthly Revenue Targets:	Track progress against set goals.
Team Rankings:	Foster healthy competition.
Individual Contribution:	Personal earnings and impact.
Activity Streaks:	Consistency in daily tasks.
Pipeline Health:	Upcoming jobs and potential value.

Clear Targets

Monthly missions (e.g., Target Revenue) should be front and center, showing remaining amounts needed to hit the goal.

Comparative Views

Allow toggling between "Team View" and "Individual View" to understand both collective success and personal contribution.

Rewards Integration

Visual indicators for unlocked rewards provide immediate positive reinforcement when targets are met.

ACTIVITY TRACKING & REWARDS

Gamifying Operations

We have gamified the activities we want our field team to perform by implementing a system that tracks and rewards specific behaviors. This turns daily operations into an engaging competition that drives results.

The Philosophy

Revenue is a lagging indicator. Activities are leading indicators. By tracking and rewarding the *activities* that lead to growth (like handing out business cards or asking for reviews), you ensure consistent performance regardless of seasonality.

How It Works

Each truck team has a scorecard tracking their daily "score." Completing targeted activities earns points, unlocks rewards, and contributes to the overall team mission. This creates visibility and accountability.

Rewards Unlocked

Meeting activity goals isn't just about metrics—it unlocks tangible rewards for the crew, fostering a culture of high performance and friendly competition between teams.

Activity Scorecard

A robust tracking system provides real-time visibility into the team's daily hustle. Below is an example of how activities are weighted.

Sample Daily Point System

Video Testimonial	100 PTS
5-Star Review Mention	50 PTS
Commercial Drop-In	25 PTS
Referral Collected	25 PTS
Business Card Handout	10 PTS

Key Activities to Track:

Commercial Drop-ins

Proactive visits to potential commercial partners (property managers, realtors) to build route density.

Video Testimonials

Capturing satisfied customer stories on site to drive social proof for marketing.

Review Mentions

Getting the crew's name mentioned specifically in 5-star Google reviews helps with SEO and bonuses.

PART II

TRUCK TEAM OPERATIONS

This section covers the core execution frameworks of our business. From daily checklists to complex demolition jobs, safety protocols, and logistics, these are the standards that ensure 5-star service every day.

CHECKLISTS
Daily Execution Pillars

WORKFLOWS
Residential & Commercial

DEMOLITION
Demo & Heavy Jobs

SAFETY
Protocols & Training

DAILY CHECKLISTS OVERVIEW

Daily Truck Team Operations are the backbone of junk removal. To ensure consistency, safety, and a 5-Star customer experience, every day is structured around three core operational pillars. Strict adherence to these checklists is mandatory.

01

BEGINNING OF DAY

READINESS & SAFETY CHECKS

Before the wheels turn, the team ensures the truck, tools, and personnel are 100% ready for service. This prevents downtime and ensures safety compliance.

- ✓ Clock In
- ✓ 360° Walk-Around
- ✓ Tire & Light Check
- ✓ Tool Inventory

02

ON THE JOB

EXECUTION & CUSTOMER SERVICE

The core revenue-generating activities. From the initial greeting to the final review request, every step is scripted for maximum efficiency and customer satisfaction.

- ✓ Professional Greeting
- ✓ Firm Quote
- ✓ Efficient Loading
- ✓ Review Request

03

END OF DAY

RESET, REPORTING & CONTROLS

Closing the loop. Ensuring the truck is prepped for tomorrow, finances are recorded, and all data is reported back to the office accurately.

- ✓ Clean Cab
- ✓ Restock Supplies
- ✓ Daily P&L
- ✓ Tip Reporting

BEGINNING OF DAY CHECKLIST

The Beginning of Day Checklist sets the standard for operations. These first three steps ensure accountability, resource availability, and vehicle readiness before the team leaves the yard.

01

CLOCK IN

Both the Team Leader and Navigator must clock in immediately upon arrival using [YOUR TIMEKEEPING SOFTWARE].

If clock-in fails or any technical problems are encountered, management must be notified immediately.

02

OFFICE SUPPLY CHECK

The Team Leader is responsible for collecting and verifying critical items before approaching the truck:

- Truck keys
- Fuel card
- Money bag
- Necessary specialty tools based on the day's specific schedule

03

CLEAN TRUCK

The Team Leader ensures the interior of the truck cab is clean, professional, and organized. Any trash, fast food wrappers, or excess dirt from the previous shift must be removed. A clean environment promotes safety and professional standards.

BEGINNING OF DAY CHECKLIST

A safe and efficient day starts with a road-ready vehicle. These checks ensure compliance with DOT regulations and company safety standards.

04

TIRE CHECK

Team Leader checks all tires using a tire gauge. Proper inflation is critical for safety and fuel economy.

- Gauge Check
- Target: 75-95 PSI
- Inspect Sidewalls

05

LIGHT CHECK

TL operates controls while Navigator visually verifies function. Replace burned-out bulbs immediately or notify management.

- Headlights
- High Beams
- Taillights
- Turn Signals
- Brake Lights
- Flashers

06

WALK-AROUND INSPECTION

TL performs a complete 360-degree inspection for visible damage to fenders, mirrors, and wheels. Listen for unexplained sounds.

⚠ **Check inside truck bed - unload if needed before first job.**

BEGINNING OF DAY CHECKLIST

07 COMPLETE TOOLBOX & TRUCK TOOLS CHECKLIST

Inventory verification to prevent job delays and lost equipment

Action Required: The Team Leader must visually verify each item is present and in good working condition. Do not assume items are there from the previous shift.

TECH & ADMIN

- [ ] Company Tablet (Charged)
- [ ] Credit Card Reader
- [ ] Paper Invoices/Clip Board
- [ ] Fuel Card & Gate Keys

LOADING GEAR

- [ ] Hand Truck / Appliance Dolly
- [ ] Furniture Dolly (Flat)
- [ ] Moving Blankets (Min. 4)
- [ ] Ratchet Straps & Bungees

CLEANUP TOOLS

- [ ] Push Broom (Heavy Duty)
- [ ] Shovel (Flat Head)
- [ ] Rake (Metal Tine)
- [ ] Construction Magnet

SAFETY & SPECIALTY

- [ ] PPE (Gloves, Glasses, Hard Hats)
- [ ] Fire Extinguisher
- [ ] First Aid Kit
- [ ] Specialty Tools (Sawzall, Sledge)

Missing Items Protocol: If any essential item is missing or damaged, report it to Management immediately BEFORE leaving the yard. Do not depart without essential equipment.

06

BOTH COVER BOOTS

Before entering, ask the customer if they prefer you cover your boots. The only exception is if the carpet is already scheduled for removal or cleaning.

> *"Please excuse us for just a moment while we put on boot covers."*

Interior Only | No Outdoor Use

Do NOT wear boot covers outside as they will track debris inside. Remove or cover boots whenever touching carpet.

07

TL QUOTES JOB

Both team members walk with the customer to review all items. The Navigator should ready the area (move trip hazards, check for fragile items) while the Team Leader assesses the load.

Provide a **firm, no-obligation estimate** upfront. Confidence is key; hesitation invites negotiation.

Accurate Sizing | Upfront Price

POLICY: ALWAYS lower the price if the job was over-quoted. NEVER raise the price if it was under-quoted. We take the loss on errors.

THE ART OF THE QUOTE: SCRIPTS

STANDARD QUOTE

"Ok, John. I have looked at everything you have, and you are looking at 1/4 of a truck load. You also have three small TVs, which are an additional $10 each. So, your total for the removal portion is $300 and the TVs are $30, which puts your total at $330."

IF NEGOTIATING

"John, you don't currently have any discounts. We do have a $20 off promotion running for first time customers, senior citizens, military and first responders. I could apply that to your total." **[THEN GO SILENT]**

IF STILL UNSATISFIED

"I understand. Let me call management and see what we can do for you."

08

LOAD WITH CARE

The truck should be loaded in the most efficient way possible (Tetris style). Move items forward and stack them tightly.

- **Place, Don't Throw:** Items should be placed into the truck carefully. Never haphazardly throw items, especially if the customer is watching.
- **Respect Sentimental Value:** Even if they are trashing it, customers often have emotional attachments to furniture or toys. Destroying them in front of the client causes pain.
- **Exceptions:** Trash and scrap like construction debris, regular household garbage, or empty cardboard boxes can be tossed.

06

BOTH COVER BOOTS

RESPECTING CUSTOMER PROPERTY

Before entering the home, explicitly ask the customer their preference regarding boot covers. Using them shows high respect for their property.

> *Say: "Please excuse us for just a moment while we put on boot covers."*

- **Strict Rule:** Do NOT wear boot covers outside. They will track debris back inside.
- **Carpet Rule:** If feet touch carpet, boots must be removed or covered. No exceptions.
- Exception: If carpet is being removed/cleaned, covers may be skipped, but shoes must be clean.

07

TL QUOTES JOB

THE WALKTHROUGH & ESTIMATE

Both team members walk with the customer to review all items. The goal is a firm, no-obligation estimate provided with absolute confidence.

Navigator Role: Ready the area while TL quotes. Move trip hazards and identify fragile items on walls/hallways.

- **Pricing Integrity:** ALWAYS lower the price if the job was over-quoted. NEVER raise the price if it was under-quoted.
- **Confidence:** Quote firmly. Hesitation invites negotiation. Customers are more likely to accept the price when stated confidently.

07

THE QUOTE & NEGOTIATION

Deliver the price with confidence. If you hesitate, the customer will negotiate. Use these scripts verbatim.

STANDARD QUOTE SCRIPT

"Ok, John. I have looked at everything you have, and you are looking at 1/4 of a truck load. You also have three small TVs, which are an additional $10 each. So, your total for the removal portion is $300 and the TVs are $30, which puts your total at $330."

IF CUSTOMER NEGOTIATES

"John, you don't currently have any discounts. We do have a $20 off promotion running for first time customers, senior citizens, military and first responders. I could apply that to your total."

TACTIC: GO SILENT. Wait for the customer to respond.

IF STILL UNSATISFACTORY

"I understand. Let me call management and see what we can do for you."

08

LOAD THE TRUCK

- **Efficiency is Key:** Pack items tightly to save space. Move items forward and stack them carefully like Tetris.
- **Place, Don't Throw:** Items should be placed into the truck. Even though they are being discarded, many customers have sentimental attachment to their belongings.
- **Exceptions:** Trash, construction debris, garbage, and empty boxes may be tossed, but always maintain professionalism.

Never haphazardly throw items, especially if the customer is watching. It looks unprofessional and can upset the client.

The Philosophy

At [YOUR COMPANY NAME], we believe in "No Mystery Math." Our pricing model is built on transparency and fairness. Customers simply pay for the space their items occupy in our truck. This builds trust immediately and eliminates the anxiety customers often feel about hidden fees.

Volume-Based Model

Our pricing is tiered based on volume (cubic feet). The more a customer loads, the better their price per cubic foot becomes. This encourages larger jobs and increases efficiency for our truck teams.

Key Benefits

- **Clarity:** Visual diagrams help customers understand exactly what they are paying for.
- **Incentive:** "Bigger pile? Better unit price." Customers save money by clearing out more junk at once.
- **Professionalism:** Standardized rates prevent haggling and ensure every customer is treated fairly.

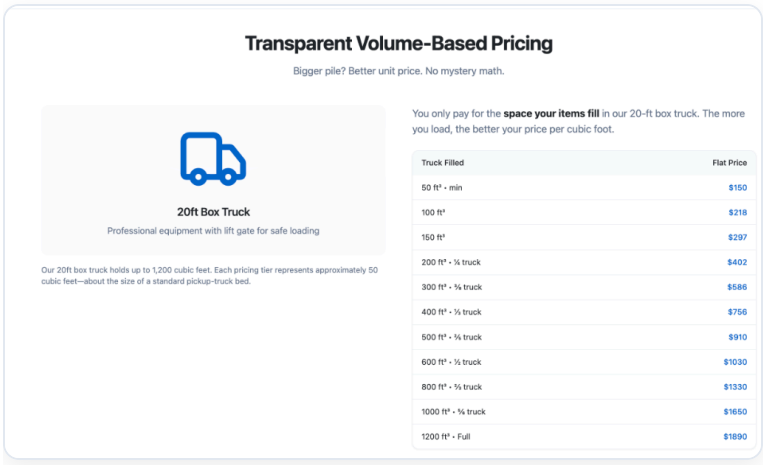


Figure 2.1: The official Volume-Based Pricing tier sheet. Always reference the current digital version for live rates.

The 20ft Advantage

Our professional 20ft box trucks hold up to 1,200 cubic feet of volume. This is significantly more than standard competitor trucks, providing better value and requiring fewer trips to the disposal facility.

PRICING BEST PRACTICES

Explaining the Quote

Confidence is the most critical factor when presenting price. Customers appreciate straightforward answers. Focus on volume (space filled), not time or difficulty, as the primary cost driver.

The "No Mystery" Script

"Ms. Jones, our pricing is transparent and volume-based. It's strictly about how much space your items fill in our 20-foot truck. I've estimated this load will fill about 1/4 of the truck, which puts you at this exact tier here."

Handling Objections

If a customer hesitates, remind them that the price includes everything: labor, transport, disposal fees, and insurance. "This is an all-inclusive flat rate. You won't see any surprise fees added at the end."

Calculating Cubic Feet

Visualizing volume takes practice. Use the "Pickup Truck" analogy to help both you and the customer visualize the load.

The Pickup Truck Rule

One standard pickup truck bed (level load) is approximately **60-80 cubic feet**. This roughly equates to our 1/12 or 1/8 truck tiers.

Standard Items

Washing Machine: ~30-35 cu ft.
3-Seat Sofa: ~50-60 cu ft.

Maximizing Revenue

Your goal is to maximize the value of every stop. Use volume tiers strategically to increase the ticket size while offering value to the customer.

Upsell the Tier

If a customer is close to the next volume tier, offer to clear extra items to reach it. "For just $50 more, we can clear out that pile in the corner too, which gets you to the next volume discount level."

Dense Packing vs. Pricing

Quote based on how items naturally sit, but pack densely ("high and tight") to save truck space for the next job. Don't penalize yourself for being a good packer; price the volume fairly.

Break Down to Save Space

For flat-rate items or when nearing truck capacity, disassemble tables or break down boxes. However, if the job is quoted by volume, the quote usually accounts for the assembled size unless agreed otherwise.

The Golden Rule

Always show the pricing sheet. Transparency builds trust. Showing the customer the official chart on the iPad proves the price isn't arbitrary.

09 TIDY UP THE WORK AREA

Leave the site cleaner than you found it. This creates the "Wow" factor.

SWEEP UNFINISHED AREAS

Use company brooms to sweep garages, attics, basements, and sheds immediately after clearing items.

RAKE & CLEAR OUTDOORS

Rake outdoor areas where items were stored. Sweep the driveway around the truck after loading to ensure no debris is left behind.

MAGNET SWEEP

Use the construction magnet to pick up loose nails or screws, especially after handling construction debris or roofing shingles.

DETAIL CLEANING

Pick up loose trash by hand that may have fallen from couches, desks, or boxes. Don't leave small scraps behind.

CRITICAL PROTOCOL: COMPANY BROOMS

DO NOT use company brooms on finished floors inside the customer's home. These brooms have coarse bristles and are often dirty from outdoor use; they will scratch floors and track in debris.

THE "GAME CHANGER" STEP

This step separates you from the competition. It amazes customers, shows respect for their property, and is one of the biggest drivers for receiving **tips** and **5-Star reviews**.

10

FINAL WALKTHROUGH

Once loading is complete, both team members must walk through the entire job site with the customer. This ensures that every item intended for removal has been cleared and nothing was missed.

Purpose: Ensures complete accountability for both the company and the customer before departure.

11

ASK IF ANYTHING ELSE CAN BE DONE

Before closing out the job, give the customer one final opportunity to add items or request additional help. Use the standard script below.

TEAM LEADER SCRIPT

"Okay John, is there anything else we can do for you today?"

Added Items: If the customer adds more items, the price must be increased accordingly.

General Labor (≤ 10 mins): Perform tasks taking 10 minutes or less at no extra charge (Complimentary).

General Labor (> 10 mins): Inform customer these tasks are billed at the General Labor Rate ($199/hr).

Action: Proceed with billable labor only if the customer explicitly approves the cost.

12 COLLECT PAYMENT

⚠ PRICE ADJUSTMENT POLICY: If the job was over-quoted, LOWER the price to reflect the actual load size. NEVER raise the price if the job was under-quoted—the company takes the loss on the difference.

TEAM LEADER SCRIPT

"Okay John, we are all done. How would you like to pay for your service today?"

CASH PAYMENTS

Collect cash immediately and secure it in the money bag. Do not carry cash loosely.

CREDIT / DEBIT CARD

In Service Raider: Enter payment amount > Insert/Swipe/Key card info > Ensure "Accepted" > Send receipt via email or text.

NET 30 / BILLING LATER

For approved accounts/commercial clients only. Change payment due date to **NET 30** (one month from today) *before* creating invoice. Mark as complete; management will handle billing.

★ RECORDING TIPS

If a customer adds a tip to a check or credit card payment, record it in the **Tips** section of the work order **BEFORE** processing the invoice.

⊘ PAYMENT ISSUES

If a card is declined or a customer refuses to pay, do not argue. Contact management immediately for instructions.

13 REQUEST A REVIEW

This step is vital for reputation building. You must ask for the review verbally using the script below to prime the customer.

THE SCRIPT

TL: *"John, thank you for your business today. Is there anything else we can help you with before we go?"*

Customer: *"No, thank you."*

TL: *"Excellent. We like to make sure we provided a 5-Star experience, so let me know if there's anything else we can do to exceed your expectations."*

Customer: *"No, you guys were awesome!"*

TL: *"That's great, thank you so much! We're going to be sending you a link shortly to enable you to leave us a review on Google. Have a great rest of your day!"*

CRITICAL: The last line creates an obligation. The customer recognizes you thanked them BEFORE they acted, so they feel compelled to follow through.

Team members MUST ask for a review - This is NOT OPTIONAL. Companies get 2-3x more reviews when teams ask in person. Secret shoppers will verify compliance.

14 TAKE END OF JOB PICTURE

Documentation is key for both marketing and dispute resolution.

Action

TL takes a clear photo of the load in the back of the truck.

System

Attach the photo to the specific job record in Service Raider.

This provides a permanent record in case of disputes and generates authentic content for marketing materials.

04 VERIFY INVOICES & PAYMENTS

FINANCIAL ACCURACY

The Team Leader must review all jobs for the day to ensure all information is correct and matches the service provided. Once verified, all checks and cash must be securely placed in the office drop box immediately.

05 COMPLETE DAILY P&L

PROFIT & LOSS STATEMENT

Completing the Daily P&L (Appendix Figure 3) helps Team Leaders understand the true costs of operations. Accurate data entry is critical for business tracking.

Payroll	Hours Worked × $30	**CC Fees**	Card Income × 1%
Fuel	Total Purchased	**Advertising**	Total Income × 15%
Disposal	Sum of Receipts	**Other Exp**	Total Income × 20%
Repairs	Tires, Parts, Towing	**Net Profit**	Income - Expenses

PURPOSE

Understanding these costs encourages smarter quoting, avoiding landfill penalties, and working more efficiently.

06 FILL OUT TIP FORM

COMPENSATION TRACKING

Record all check and credit card tips received on the designated Tip Tracker form (Appendix Figure 7). This ensures accurate payroll processing for your team's additional earnings.

07 FILE RECEIPTS

File all fuel, disposal, and donation receipts in their appropriate containers. **Double-check donation receipts** to ensure accuracy of donor details and items.

CLOSING PROCEDURES

08 PARK TRUCK

Both team members must return to the truck to park it. **The Navigator must serve as ground guide** for the Team Leader to ensure safety.

09 STORE EQUIPMENT

Team Leader ensures credit card reader and fuel card are in the money bag. Hang truck key on the corresponding office hook. **Plug the tablet into the charging cable**.

DAY COMPLETE

Ensure the truck is locked and all personal items are removed before leaving.

END OF DAY CHECKLIST

The end of the day sets the stage for the next morning's success. A clean truck is a professional truck. Please refer to **Appendix Figure 1** for the example form.

01

CLEAN & ORGANIZE TRUCK CAB

- **Remove Trash:** Thoroughly remove all loose trash, bottles, and food wrappers from the cab and dispose of them.
- **Vacuum:** Vacuum all seats and floorboards to remove dirt and crumbs.
- **Hard Surfaces:** Clean all hard surfaces with Armor All. Pay special attention to lower door panels which are often kicked by muddy boots.

SAFETY WARNING: DO NOT use Armor All on the steering wheel or floor mats. Polishing these surfaces makes them slippery and difficult to grasp safely.

- **Organize Console:** Gloves and boot covers should be neatly stacked and stowed in the center of the truck.
- **Replenish:** Replace any gloves or boot covers that were used or destroyed during the day.

FULL DISCLOSURE: PROFESSIONAL DETAILING

[YOUR COMPANY NAME] currently employs a detailer to deep clean all trucks at least 1x per week. This cuts down on team hours and keeps morale high. Note: This may not be an option for most junk removal businesses, especially new ones, so daily maintenance is critical.

END OF DAY CHECKLIST

> Proper inventory management prevents downtime. Verify that all consumable supplies are restocked and every tool is accounted for before leaving the yard.

02

INSPECT SUPPLIES

TRASH BAGS & GLOVES

Navigator verifies the truck is stocked with essential consumables. Immediate restocking prevents delays on tomorrow's first job.

- ✓ 1 Full Roll Trash Bags
- ✓ 4 Pairs Gloves
- ✓ Restock if Needed

03

INVENTORY TOOLS

ACCOUNTABILITY CHECK

TL and Navigator inventory all tools against the master list. Begin with the truck cab, then check the toolbox. Note and report any damaged or missing items to management immediately.

- ✓ Check Cab Tools
- ✓ Check Toolbox
- ✓ Report Deficiencies

CRITICAL PROTOCOL

THE "HANDS ON" RULE

Navigator MUST PUT HANDS ON each tool. Do not simply glance or assume an item is there. Make actual physical contact with every single item on the checklist to guarantee its presence.

- ✓ Physical Verification
- ✓ No Assumptions
- ✓ Zero Lost Tools

04

VERIFY INVOICES & PAYMENTS

The Team Leader must review all jobs for the day to ensure all information is correct and complete. Once verified, all checks and cash collected must be placed securely in the drop box.

05

COMPLETE DAILY P&L

The Daily P&L helps the Team Leader see all true costs the company incurs. Understanding these costs encourages higher quoting, avoiding nails/penalties, and working more efficiently.

Expense Breakdown		Enter Gross Income First	
Payroll	**Hours Worked × $30**	Credit Card Fees	**CC Income × 1%**
Fuel	**Total Daily Cost**	Advertising	**Total Income × 15%**
Disposal Fees	**Sum of Receipts**	Other Expenses	**Total Income × 20%**
Vehicle Repairs	**Parts, Tires, Towing**	**NET PROFIT**	**Income - Expenses**

See Appendix Figure 3 for P&L Form. Payroll hours are calculated from clock-in to expected clock-out (not combined hours). Place completed form in file bin.

06

FILL OUT TIP FORM

Record all tips received via check or credit card. Cash tips are kept by the team immediately, but documented tips must be tracked for payroll processing.

See Appendix Figure 7 for Tip Tracker.

END OF DAY CHECKLIST

Finalizing the day accurately ensures smooth operations for the next shift and accurate financial reporting.

07

TL FILES RECEIPTS

File all fuel, disposal, and donation receipts in their appropriate containers in the office. Organization here prevents administrative headaches later.

Double-check donation receipts to ensure accuracy and completeness of all relevant information (name and address of donor, number and type of items donated).

08

TRUCK TEAM PARKS TRUCK

BOTH team members must return to the truck to park it in its appropriate location.

It is **ESSENTIAL** that both team members perform this step so the Navigator is present to serve as a ground guide for the Team Leader, preventing accidents in the yard.

09

TL STORES EQUIPMENT

- Ensure presence of credit card reader and fuel card in the money bag.
- Hang truck key on the corresponding hook in the office.
- Plug the tablet into its overnight charging cable to ensure it is ready for the next morning.

RECLINING FURNITURE

Disassembly Overview

Like sofa beds, reclining chairs and sofas tend to spring open inconveniently during transport. Fortunately, many recliners are designed to be disassembled easily, which makes them safer to carry and easier to fit through doorways.

Single Recliners

Examine the back of the recliner to determine if it is a modular item.

- **Identify Seams:** Look for seams where the back meets the bottom/arms. If present, it's modular.
- **Check Flaps:** Recliners often have a Velcro flap covering the mechanism. Peel back to reveal locking levers.
- **Remove Back:** Release levers (if any) and lift the back straight up and off the frame.

Safety Warning

Always secure the footrest mechanism before moving if disassembly isn't possible. A springing footrest can cause injury or damage walls.

Reclining Sofas

Reclining sofas are heavy and awkward. Removing the backs and separating the base sections significantly reduces weight and bulk.

Modular Bases

Most reclining sofas with removable backs also have modular bases. These are individual seat units connected together.

Gravity Clips

Many bases use simple gravity clips (male/female brackets) hidden between sections. Separate by lifting one section up and away from the other.

Rail Systems

Some sofas rest on a metal rail system held by bolts. Use hand tools to unbolt the sections from the rail, allowing the team to carry each seat individually.

Transport Benefits

Disassembled sections stack efficiently in the truck and are much easier to maneuver through tight hallways without damaging property.

SPECIAL ITEMS

Overview

Most standard pickups are straightforward and do not require any special tools or equipment. However, some items present unique challenges due to weight, size, or assembly.

The most common of these special situations are detailed in the following pages. These items often require specific tools or disassembly processes to make removal significantly easier and safer.

Requirement

Team members should familiarize themselves with all special item procedures **before** encountering them on job sites to avoid delays.

Why Process Matters

Understanding these techniques is critical for:

- Increasing work efficiency
- Protecting customer property
- Ensuring team safety

Upcoming Procedures

The manual will cover specific techniques for the following commonly encountered items:

Furniture

Techniques for maneuvering couches, safely securing sofa beds, and disassembling reclining furniture.

Exercise Equipment

Disassembly protocols for heavy treadmills, elliptical machines, stationary bikes, and weight equipment.

Large Electronics & Appliances

Safe removal of Rear Projection and CRT TVs, built-in refrigerators, and hot tubs.

Specialty Items

Handling instructions for pianos, riding lawn mowers, round tables, and heavy grills.

COUCHES

Preparation Strategy

Most standard couches are light enough for a two-person team, but their bulk makes maneuvering through doorways and corners the primary challenge. Proper preparation is key to preventing damage.

Remove Feet

Protruding feet are the #1 cause of wall damage. Most feet are threaded into the wooden frame. Remove them by "unscrewing" counterclockwise. Store in a bag if the customer is keeping them, or discard.

Remove Cushions

Remove all detachable cushions before lifting. This significantly reduces the overall size and weight, making the frame much easier to maneuver around tight corners.

Pro Tip: Carry Position

Once prepped, if possible, carry the couch with the **back side facing the ground**. This reduces the horizontal profile and often makes turning corners easier.

Maneuvering Techniques

Use these specific techniques to navigate tight spaces safely and efficiently.

Through Doorways

It may be necessary to tilt the couch 45 degrees. Push the top cushion area of the couch against the door jamb and slowly rotate/move through. This uses the soft cushion to protect the door jamb from scratches.

*Use door jamb protectors if clearance is extremely tight.

Down Stairs

Gravity makes this dangerous. The person on the **bottom** will bear most of the weight. The person on top has an awkward leverage position.

Height Difference Strategy

If there is a major height difference between team members, the **taller** team member should be on the **bottom** end of the couch.

The person on top often has to bend over significantly; placing the shorter team member on top reduces back strain.

SOFA BEDS

The Challenge

Sofa beds present a unique challenge due to their high weight and unwieldy, volatile nature. The internal metal mechanism adds significant weight and can spring open unexpectedly if not secured.

Step 1: Remove Cushions

Remove all removable cushions. Note that back cushions on some models may be fixed to the frame and cannot be removed. Access the pull-out bed frame mechanism.

Step 2: Remove Mattress

If possible, completely extend the bed and remove the mattress first. This significantly reduces the overall weight of the item, making it safer to carry.

Securing the Mechanism

Securing the bed frame is a mandatory safety step. An unsecured sofa bed can deploy mid-carry, leading to injury or property damage.

Locate Anchor Point

Identify the handle of the bed frame (the bar used to pull the bed out) and the sturdy front frame of the sofa itself.

The Tie-Down

Take a strap or a strong trash bag. Pass it through the handle of the bed frame and loop it around the front frame of the sofa.

Secure Knot

Tie securely using a square knot. This locks the bed in place and ensures it does not accidentally extend during removal.

Safety Warning

Tying off the sleeper sofa is critical. It prevents the mechanism from springing out, which protects the team from injury and the customer's walls/doors from impact damage.

SPECIAL ITEMS: RECLINERS

Reclining Chairs

Transport Hazard

Reclining mechanisms tend to spring open unexpectedly during transport. Disassembly helps avoid injury and damage.

Fortunately, many recliners are designed to be disassembled easily without tools.

1. Examine the Back

Determine if the unit is a single piece or modular. Look at the back upholstery.

- **Single Piece:** Fabric is continuous.
- **Modular:** Has seams where back meets the bottom and arms.

2. Remove the Back

If seams are present, the back often lifts straight off the frame.

Pro Tip:
Recliners often have a Velcro flap covering the seam. Peel this back to reveal the locking levers or simple slide mechanism, then pull the back upward.

Reclining Sofas

Reclining sofas with removable backs typically have modular bases, allowing them to be separated into smaller, manageable sections.

Modular Identification

Just like chairs, check for seams between seats. Modular bases allow the truck team to carry out each section individually, reducing weight and awkwardness.

Gravity Clips

Many bases are held together by simple gravity clips hidden between the sections.

Action: Separate by lifting one section straight up and away from the others.

Metal Rails & Bolts

Some models sit on a unified metal rail system.

Action: Use appropriate hand tools (wrench or ratchet) to unbolt the sections from the rail system for individual transport.

Efficiency Note

Disassembling large reclining sofas not only prevents them from springing open but significantly reduces the risk of back injury and wall damage during removal.

SPECIAL ITEMS: RIDING MOWERS

Fluid & Engine Safety

Riding lawn mowers and outdoor power equipment require special handling due to the presence of fuel, oil, and battery acid. Improper handling can damage the customer's driveway, the truck, or the equipment itself.

Fuel Management

Check the gas tank level before moving. It should be nearly empty before transport. If the tank is full, ask the customer if it can be siphoned or run dry, or proceed with extreme caution to prevent sloshing and spills.

The "Tilt Away" Rule

If you must tilt the mower to load it or get it through a gate, identify the location of the air filter. **Always tilt the mower AWAY from the air filter side.**

Why? Tilting toward the filter allows oil to flow into the carburetor and filter, potentially ruining the engine or causing a fire hazard.

Transport Checklist

Leak Inspection

Check for existing fuel or oil leaks before loading. If leaking, place cardboard or a tarp under the unit in the truck.

Secure Keys

Remove keys from the ignition and place them in the truck cab. This prevents accidental starting and ensures safety at the disposal site.

Load Security

Riding mowers are heavy but can roll. Secure the unit in the truck using straps or by blocking wheels to prevent shifting during transport.

Battery Check

Inspect the battery for corrosion or leaks. If the casing is cracked, handle with acid-resistant gloves and dispose of it separately as hazardous waste.

SPECIAL ITEMS: TREADMILLS

The Challenge

Cardio workout equipment, particularly treadmills, presents unique challenges for removal teams. They are often exceptionally heavy, unwieldy, and awkwardly shaped.

More importantly, fully assembled treadmills are frequently impossible to fit through standard residential doorways or around tight hallway corners without causing damage to the property or the equipment.

Tools Required

Partial disassembly is almost always necessary. Ensure your tool kit includes:

- **Set of Allen Keys (Hex Keys)**
- **Adjustable Wrench**

Safety First

Always unplug the machine before beginning disassembly. The base is extremely heavy—use team lifting techniques when maneuvering the flat base.

Disassembly Process

Follow these steps to break down the treadmill into manageable components for safe removal.

1 Remove Electronic Platform

Locate the main console/platform at waist height. It is typically secured by two Allen bolts on the underside. Untighten and remove these bolts.

2 Disconnect Wiring

Once the platform is loose, carefully lift it to expose the wiring harness. Disconnect the wire clips and gently pull the wire free from the treadmill arm/frame.

3 Remove Support Arms

The arms supporting the platform are usually held onto the base by Allen bolts near the bottom. Loosen and remove these bolts to detach the arms.

4 Maneuver the Base

With the console and arms removed, you are left with a flat, heavy base. This can now be tipped on its side or carried flat to maneuver easily out of the customer's home.

ELLIPTICALS & BIKES

Construction Variability

Elliptical machines and stationary bikes present a unique challenge because their construction varies widely between manufacturers and models. Unlike standard furniture, there is no "one way" they are assembled.

Visual Inspection

Success starts with close observation. Before attempting to move these heavy items:

- Examine joints to see how pieces connect.
- Look for bolt heads, screw locations, and tension knobs.
- Identify the primary structural components vs. cosmetic plastic covers.

Pro Tip: Photos

If the item is being donated or sold rather than disposed of, take photos during disassembly. This helps remember the reassembly order. For standard disposal, this step is typically not needed but good for training.

Disassembly Process

Despite the manufacturing differences, most exercise equipment follows similar assembly logic. Use this approach to break them down.

The Right Tools

Allen keys are the universal tool for exercise equipment. Always have a full set available. An adjustable wrench is also frequently needed for pedals and base bolts.

Stationary Bikes

Focus on removing the handlebars and seat post first to reduce height. Pedals can often be removed with a wrench (note: left pedals often have reverse threads).

Elliptical Machines

These are often top-heavy. Disconnect the moving arm bars from the central console and foot pedals. Remove the central console mast if possible to make the heavy base easier to maneuver.

Connection Points

Most connection points are hidden under plastic caps. Pop these off to reveal the Allen bolts underneath.

WEIGHTLIFTING EQUIPMENT

Equipment Overview

Gym equipment presents significant weight hazards. This category includes benches, weight racks, barbells, dumbbells, and individual weight plates. Proper disassembly and component management are essential to prevent injury and damage.

Components

Standard home gyms often include Olympic bars, standard bars, free weights, and cable machines. Never attempt to move fully assembled racks or machines.

Heavy Load Warning

Olympic bars and standard bars can be deceptively heavy when loaded. A fully loaded bar can weigh several hundred pounds. Always ensure weights are stripped before moving the bar.

Key Steps

1. Remove Plates First

Strip all weight plates from bars and machines immediately. Plates are very dense and heavy—use proper lifting techniques (legs, not back) when moving them to the truck.

2. Pull Stacks & Pins

For cable machines, pull the selector pins from the weight stacks before attempting to move the unit. This prevents the stack from slamming up and down during transport.

3. Disassemble Benches

Disassemble benches and racks using appropriate hand tools. Typically, this requires a set of Allen keys or socket wrenches. Keep hardware bagged if not disposing.

4. Watch Loose Parts

Be vigilant for loose collars, clips, and pins. These small metal items can fall easily during transport, causing injury to toes or damage to customer flooring.

Handling Protocol

Riding lawn mowers and similar outdoor power equipment require special handling due to the presence of flammable fuel and engine oil. Mishandling can lead to dangerous spills, fire hazards, and damage to the equipment.

The Tilting Rule

Always tilt AWAY from the air filter side.

Tilting toward the air filter allows oil and fuel to spill into the engine compartment, flooding the carburetor and creating an immediate fire hazard.

Fuel Management

The gas tank should be nearly empty before transport. Ask the customer to run the mower until the tank is near empty if possible.

Safe Removal Process

Follow these steps strictly to ensure safe transport and disposal of gas-powered equipment.

1. Check for Leaks

Before moving, inspect the underside and engine area for existing fuel or oil leaks. Do not load a leaking machine without proper containment.

2. Drain Oil if Needed

If the mower must be tilted significantly to fit in the truck or navigate obstacles, drain the oil completely into an approved container first.

3. Secure Transport

Once loaded, strap the mower down to prevent shifting. A heavy rolling object can damage other items or the truck bed if not secured.

4. Remove Keys

Remove the ignition keys and place them in the truck cab. This prevents accidental starting or unauthorized use at the disposal facility.

Metal Desks & File Cabinets

Vintage metal office furniture is deceptively heavy and often has sharp edges that can cause injury or property damage.

File Cabinets

Always check if full or empty. A full 4-drawer cabinet can weigh 400+ lbs. Remove drawers first to reduce weight significantly. If drawers lock automatically when tilted, use tape to secure them or remove entirely.

Steel Tanker Desks

These weigh 200-300 lbs. Check for screws connecting the pedestal drawers to the top. Often can be disassembled into three pieces (left drawers, right drawers, top) for much easier removal.

Safety Warning

Metal edges are sharp and unforgiving. Wear heavy gloves. Watch for rust which poses tetanus risk. Do not slide metal furniture on wood floors without thick blanket protection.

Safes & Security Boxes

Small fire safes are manageable, but gun safes and commercial safes pose extreme risks.

1. **Assess Weight:** Look for manufacturer plate. Safes under 300 lbs are manageable with appliance dolly.

Required Equipment

Do not attempt to move heavy metal items with brute force alone. Use mechanical advantage.

Appliance Dolly

Essential for safes and tall file cabinets. Strap item securely to dolly. Do not rely on hand grip alone.

Shoulder Dollies

Best for wide metal desks that cannot be disassembled. Keeps item upright and distributes weight between two people.

Floor Protection

Masonite or plywood sheets are required when moving heavy metal items over tile or hardwood. Metal feet will gouge floors instantly.

Lifting Techniques

Center of Gravity

Metal items often have high centers of gravity (top-heavy). Tilt carefully. Test balance before fully committing to the move.

Pinch Points

Metal does not compress like upholstered furniture. Fingers caught between a metal desk and a doorframe will be crushed. Communicate movement clearly.

CRT TVS & DISPOSAL

Handling & Safety

Traditional tube televisions (CRTs) present unique challenges due to their weight, shape, and hazardous material content. They must be handled with extreme care to protect team members and the environment.

Heavy Lifting Protocol

CRT TVs are front-heavy and much heavier than they appear. Proper technique is critical: bend at the knees, not the back. Get your body as close to the TV as possible before lifting to reduce strain on the spine.

Hazardous Materials

The glass in CRT tubes contains significant amounts of lead. Never break a CRT screen. Breaking the vacuum tube releases toxic dust and creates an immediate inhalation hazard. Handle gently to prevent implosion if dropped.

Implosion Risk

Dropping a CRT TV can cause the vacuum tube to implode violently, sending glass shards flying. Always maintain a firm grip and clear path.

Disposal Requirements

Due to hazardous components, CRT TVs cannot be disposed of with general trash. Strict regulations govern their recycling.

Disposal Fees

Most facilities charge extra for CRT disposal due to hazardous waste handling. Typical fees range from $10 to $30 per unit, often varying by screen size.

Facility Rules

Check facility rules before arrival. Some locations require advance notice for electronics drop-off or designate specific days for e-waste.

Documentation

You may need a special manifest or documentation for hazmat tracking. Ensure all paperwork is completed accurately to maintain compliance.

Recycling Path

These units are sent to specialized recyclers who safely separate the leaded glass from plastic and copper components.

Gas Grill Safety

Gas grills present a significant explosion and fire hazard if not handled correctly. The propane tank is the primary concern.

CRITICAL SAFETY

Disconnect the propane tank BEFORE moving the grill.

- Turn the valve clockwise to close it completely.
- Disconnect the regulator from the tank.
- Verify the valve is tightly closed.

Transport Protocol

Transport tank separately from the grill.

- Keep tank upright and fully secured (strapped).
- **NEVER** lay a tank on its side.
- **NEVER** leave a connected tank in a hot truck (pressure buildup risk).

Fire Hazard Prevention

Remove grease trays from all grills. Clean them if excessively dirty before loading to prevent grease fires or spills in the truck.

Charcoal & General

Charcoal Grill Cooling

Ensure the grill is completely cool before loading. Check with your hand near the surface. Check thoroughly for hot coals buried in ash that can reignite.

Ash Removal

Remove ash if possible before transport. This significantly reduces the mess in the truck and eliminates the risk of hot ash spilling.

Tank Disposal Warning

Many disposal facilities **will not accept** propane tanks due to explosion risks.

Recommendation: *Advise customers to take tanks to propane exchange locations (gas stations, hardware stores) or municipal hazmat collection centers if your local landfill refuses them.*

SPECIAL ITEMS: YARD WASTE

Organic Debris

Yard waste includes branches, leaves, grass clippings, hedge trimmings, and other organic material. Unlike standard junk, this material often has specific disposal requirements and cost-saving opportunities.

Compaction Strategy

Stomp down material in the truck bed to maximize space utilization. Yard waste typically has high volume but low density. It can be combined with other loads if not contaminated with chemicals or non-organic trash.

Weight Considerations

Wet leaves and grass are significantly heavier than dry material. Always factor this increased weight into load planning, especially after rain, to avoid overweight issues and ensure safe vehicle handling.

Loading & Disposal Protocols

Proper loading techniques and knowledge of local disposal options are essential for handling organic debris profitably and efficiently.

Bagging Requirements

Some facilities require yard waste to be bagged. Use heavy-duty contractor bags; regular trash bags tear easily with branches and twigs.

Loose Loading

Acceptable at most facilities but verify requirements first. Keep separate from recyclables. Dedicated yard waste areas often have lower fees.

Disposal Variations

Some areas offer free yard waste drop-off at municipal sites. Research local options to save disposal costs compared to standard landfill rates.

HOT TUBS

Challenge Overview

Hot tubs present a unique challenge due to their immense weight and size. Even when fully drained, they can weigh between 500 and 1000+ pounds. They generally cannot fit through doorways or gates intact, making on-site disassembly a REQUIREMENT.

Time & Manpower

Plan for 2-4 hours for an average removal, including cutting and hauling. Each cut piece will still be heavy, requiring 2-3 people to carry safely.

Customer Prep Required

Verify the hot tub has been drained at least 24 hours before the job starts. Arriving to a full tub will cause significant delays.

Disposal Note

Some disposal facilities charge extra fees for fiberglass materials. Check your local facility's rules before heading to the dump.

Disassembly Process

1. Safety First

Disconnect ALL electrical connections. Shut off the breaker and use a voltage tester to verify no power is running to the unit before making any cuts.

2. Drainage

Ensure the tub is completely drained. If significant water remains, use a sump pump to remove it.

3. Cutting Strategy

Use a Sawzall (reciprocating saw) to cut the tub into 4 manageable pieces. Cut the corners first to create four separate wall panels.

4. Removal

Remove panels carefully. The cut edges of fiberglass are extremely sharp. Wear heavy gloves.

Equipment Needed

- **Heavy-Duty Sawzall** with multiple extra blades (must cut fiberglass & wood).
- **PPE Essentials:** Work gloves, safety glasses, and ear protection (cutting is very loud).

SPECIAL ITEMS: PIANOS

Acceptance Policy

⚠ CRITICAL RULE

Refuse ALL Upright and Grand pianos. Only accept Console and Spinet types.

Acceptable: Spinet & Console

Weight: Under 500 lbs
Height: 36-42 inches (Spinet) / 40-44 inches (Console)
These are generally safe for a 2-3 person crew to handle with proper equipment.

REFUSE: Upright Pianos

Weight: 500-800+ lbs
Height: 50-60 inches
Too heavy, top-heavy, and dangerous for our standard equipment and crew size. Do not attempt.

Customer Waiver

Customer must sign an acknowledgment of difficulty level. They must accept that door frames may be contacted during removal. Take photos of door frames **before** starting.

Removal Process

Team Coordination

Two Person Minimum for Console/Spinet pianos; three people strongly recommended. Assign one person to each corner for lifting. Use side-tilt method on moving blankets.

Equipment & Protection

Piano dolly is highly recommended. Protect customer's floors with blankets along the entire route. Never tip piano on its back as this causes internal damage to soundboard and strings.

Measurements & Safety

MUST check doorway measurements before accepting the job. Pianos are often wider than standard doors. If any doubt about safety or feasibility exists, refuse the job.

Stairs Warning

Stairs add significant difficulty and risk. Charge appropriately for stair removal or refuse if the situation is too difficult/unsafe.

BUILT-IN REFRIGERATORS

The Heavyweight Challenge

Built-in units present extreme challenges due to commercial-grade components and oversized dimensions. They typically weigh **400-800 lbs** and are 36-48 inches wide (vs. standard 30-36").

Personnel Requirement

TWO PERSON MINIMUM. Three people are strongly recommended. Do not attempt this removal without adequate manpower and heavy-duty equipment.

Removal Preparation

Proper prep work is non-negotiable to reduce weight and prevent damage.

1. Power Down

Ideally turn off and unplug 24 hours before removal. This allows for defrosting and prevents water messes during transport.

2. Disconnect Water

Turn off the valve and disconnect the ice maker line. Have towels ready immediately for residual water leakage.

3. Remove Doors

Remove both doors before moving. This reduces width by 6-8 inches and weight by 50-100 lbs.

Equipment & Safety

Standard equipment is insufficient for built-ins. Use specific tools to ensure safety.

Heavy-Duty Dolly

A heavy-duty appliance dolly is absolutely required. Standard hand trucks will fail under the weight. Furniture straps are also helpful for securing the load.

Critical Hazards

- **Water Leakage:** Watch constantly for water from the ice maker line. Slipping hazards are high.
- **Floor Damage:** These units are heavy enough to dent hardwood floors. Use floor protection (plywood, blankets, cardboard path) along the entire route.

Fit & Clearance

Built-ins are often custom-fitted into cabinetry with zero clearance.

- You may need to remove surrounding cabinetry trim to free the unit.
- Check clearance measurements carefully before committing to the job.
- Tight spaces require careful planning. Rushing causes damage to custom kitchens.

GENERAL LABOR SERVICES

Service Policy & Pricing

Customers occasionally request assistance beyond the scope of standard junk removal. While we aim to provide 5-Star service, we must also ensure our time is compensated fairly. General labor refers to manual work that does not involve hauling items away in the truck.

The 10-Minute Rule

10 Minutes or Less: Complimentary. Performing small tasks for free builds immense goodwill and often leads to larger tips and better reviews.

Over 10 Minutes: Billable. Any task requiring significant time must be charged at the general labor rate.

General Labor Rate: $199/Hour

This rate applies per hour for the truck team. Billing begins when the actual work starts, not during the discussion phase.

Setting Expectations

Before beginning billable work, you must:

- Clarify the exact scope of the request.
- Provide a time estimate upfront.
- Get customer approval on the hourly rate.

Common Requests & Scope

Examples of billable general labor tasks include:

Internal Moving

Moving furniture from one room to another or rearranging a layout within the home (no truck transport).

Organization

Organizing and deep cleaning a garage, shed, or attic space without necessarily removing all items.

Yard Cleanup

Extensive raking, bagging leaves, or gathering debris that requires significant labor time before loading.

Minor Disassembly

Dismantling swing sets, trampolines, or large play equipment that takes considerable time.

Safety Boundaries

Do not accept work beyond team capabilities. **Refuse any work requiring specialized licenses** such as electrical, plumbing, or HVAC work. We are not licensed contractors for these trades.

MOVING SERVICES

Core Policy: Removal vs. Moving

Junk Raider is a junk **REMOVAL** company, not a moving company. It is critical to clarify with the customer immediately: are we removing unwanted items, or helping relocate wanted items?

Assistance Only

We CAN assist with loading a customer's rental truck or moving container. This service is billed as General Labor ($199/hr) and focuses on labor assistance only.

No Full-Service Transport

We do NOT provide full-service moving using our trucks. Our trucks are designed for junk disposal, not protected transport of fragile household goods.

Liability & Risk

Make it crystal clear we are not professional movers. The customer accepts all risk for damage. We do not carry moving insurance. Strongly recommend professional movers for valuable antiques or fragile belongings.

Execution & Pricing

When providing moving assistance, clear expectations regarding equipment usage, costs, and limitations must be established before any work begins.

Equipment Usage

Teams may use Junk Raider dollies, straps, and moving blankets to assist with the move, but note that our protection capabilities are limited compared to a dedicated moving service.

Pricing Structure

All moving assistance is billed at the General Labor rate ($199/hour). Do NOT offer per-item pricing for moving tasks. Estimate the time required and get customer approval before starting.

When To Refuse

Decline jobs involving very valuable items, moves requiring special permits or insurance certificates, or situations where customer expectations exceed our equipment capabilities.

HOARDER JOBS

Understanding & Approach

Hoarding situations require special sensitivity. These jobs involve excessive accumulation, strong emotional attachments, and potential safety hazards.

Empathy First

Extreme patience is essential. Maintain a completely non-judgmental attitude, as hoarding is a mental health condition. Work at the customer's pace, even if slow, and allow them to review items if requested.

Item Categorization

Help the customer sort items into "Keep", "Donate", and "Discard" piles. This process often requires multiple sessions over days or weeks.

Pricing & Policy

Quote significantly higher due to time intensity, safety risks, and emotional difficulty. Often charge per truck load PLUS an hourly labor component. Get a deposit upfront for large jobs and document everything with photos.

Safety & Execution

Safety is paramount in hoarding environments. Assume hazards exist even if not immediately visible.

Safety Concerns

High potential for infestations (rodents, insects, bed bugs). Be aware of structural issues like compromised floors or blocked exits, and air quality problems including mold, dust, and ammonia.

PPE Essentials

Personal Protective Equipment is absolutely essential. Wear heavy-duty gloves, N95 masks (minimum) or P100 respirators, eye protection, long sleeves/pants, and sanitizable boots.

Professional Referrals

Be prepared to recommend professional organizers specializing in hoarding, mental health resources, or professional cleaning services for biohazard situations.

Time Management

Expect job times to be 2-3x longer than normal. Plan schedules accordingly to avoid rushing the customer or the crew.

PART II: OPERATIONS

DEMOLITION SERVICES

Demolition work is significantly more complex than standard junk removal, requiring specialized skills, equipment, and safety awareness. Proper planning is essential to prevent costly mistakes and ensure high-margin success while managing the increased risks associated with structural removal.

INTERIOR DEMO
Kitchens, Floors, Baths

EXTERIOR DEMO
Structures, Sheds, Decks

RISK MGMT
Permits & Documentation

SAFETY
PPE & Utility Shutoff

DEMO

INTERIOR DEMOLITION

Scope & Preparation

Interior demolition involves removing specific components from inside structures while leaving the overall structure intact. Common projects include kitchen/bathroom remodels, flooring removal (carpet, tile, hardwood), wall removal (drywall, plaster), and preparing spaces for renovation.

⚠ Customer Confirmation (CRITICAL)

Verify exactly what stays and what goes **BEFORE** starting. Misunderstandings here are costly. Mark items clearly with tape or spray paint. Always get the customer's signature on a scope document to confirm the plan.

Utility Shutoff

Confirm water, gas, and electric are shut off before starting any demolition work. Verify at main valves and breakers, not just at the fixtures themselves, to ensure total safety.

Execution & Logistics

Proper planning prevents damage to the parts of the home that must remain. Containment and disposal strategy are just as important as the demolition itself.

Dust & Debris Containment

Minimize spread to other areas. Use heavy plastic sheeting to seal doorways. Set up negative air pressure if possible. Protect floors with plywood or thick cardboard pathways.

Disposal Planning

Separate materials when possible if recycling is available (metal, wood salvage, clean concrete). Know disposal facility requirements in advance; some do not accept mixed demo debris.

Pricing Considerations

Typically charge by square foot for flooring, linear foot for cabinets, by fixture for bathrooms, or hourly for complex jobs. Always add contingency for unexpected issues like hidden damage or asbestos.

Kitchen Units

Safe removal of built-in kitchen appliances requires handling electrical connections and gas lines with extreme care to prevent property damage or injury.

Microwaves

Built-in & Over-Range Units: These are often secured with multiple screws through the upper cabinet.

Power First: Disconnect power at the breaker panel FIRST. Do not rely solely on unplugging the unit.

Removal: Support the microwave's weight (50-80 lbs) while removing mounting screws. A second person is often required to hold the unit. For over-range models, carefully disconnect the ventilation ductwork without crushing it.

Ranges & Ovens

Electric Ranges: Shut off power at the breaker. Pull the range straight out and disconnect the power cord at the wall outlet or hard-wired connection box.

Gas Ranges: Shut off the gas at the valve behind the range. Use **two wrenches** to disconnect the gas line—one to hold the valve and one to turn the connector—to prevent pipe twisting.

Anti-Tip Brackets: Check for a bracket screwed to the floor or wall behind the range foot; slide the unit out to free it.

Water Heaters

CRITICAL SAFETY

Turn off GAS or ELECTRIC supply FIRST before doing any work on the unit.

Gas: Close valve; verify it is fully closed.
Electric: Shut off at breaker; verify no power with a tester.

Draining Process

Turn off the water supply valve. Connect a garden hose to the drain valve at the bottom of the tank and route it to a floor drain or outside. **Note:** Tanks hold 40-50 gallons and take 20-30 minutes to drain.

Heavy Load Warning

A full tank can weigh 400-500 lbs. Never attempt to move a water heater until it is completely drained.

Disconnection

Electric: Disconnect wiring at the breaker panel and at the junction box on top of the tank.

Gas: Close the gas valve. Carefully disconnect the flex gas line. A slight gas smell is normal initially but should not persist.

Cabinet Removal

Cabinet removal requires supporting heavy loads while unscrewing mounting hardware. Always assume cabinets are heavier than they look, especially with doors attached.

↑ Upper Cabinets

- ✓ Usually just screwed through the back mounting rail into wall studs.
- ✓ Support cabinet weight completely while removing screws. Can weigh 50-100+ lbs with doors attached.
- ✓ Remove in sections if modular design allows to reduce weight.

↓ Lower Cabinets

- ✓ May have countertop attached - separate countertop first before attempting cabinet removal.
- ✓ **Sink Cabinets:** Disconnect all plumbing first (water supply lines and drain trap) before moving.
- ✓ Check for cabinets screwed together at the sides - separate these connections before removing.

Countertop Removal

Countertops vary wildly in weight and attachment methods. Identify the material before starting to determine the tool and manpower requirements.

Laminate Counters

Usually screwed from underneath through corner blocks inside cabinets. Cut any caulk seal where counter meets wall and backsplash using a utility knife. Lift carefully as laminate can break at seams. Often surprisingly heavy due to particleboard core.

⚠ Granite/Stone Warning

EXTREMELY HEAVY (200-400+ lbs)

Requires 3 or more people and proper lifting technique. Usually siliconed to top of cabinets - cut through silicone bead before attempting to lift.

Liability Warning: Professional removal is strongly recommended for expensive granite/marble/quartz. Damage liability is very high.

Vanities & Toilets

Vanities

Similar removal process to kitchen cabinets but requires plumbing disconnection.

- **Water Shut-off:** Turn valves clockwise under sink.
- **Disconnect:** Supply lines from faucet and valves. Disconnect drain trap (have bucket ready).
- **Removal:** Cut caulk bead at base and wall. Remove mounting screws from inside cabinet. Lift and remove.

Note: One-piece vanity/top combos are heavy; get help lifting.

Toilets

Requires careful handling to avoid water damage and mess.

- **Prep:** Turn off water valve behind toilet. Flush to empty tank. Sponge out remaining water from bowl.
- **Disconnect:** Remove supply line from tank bottom.
- **Unbolt:** Remove floor caps and nuts (use penetrating oil if corroded).
- **Lift:** Rock side-to-side to break wax seal. Lift straight up.

Clean Up: Have trash bag ready for messy wax ring. Stuff rag in floor flange to block sewer gas.

Bathtub Removal

Bathtubs present unique challenges based on material type. Identify before starting.

Cast Iron Tubs

Weight: 300-500+ lbs. Extremely heavy.

Method: Often smashed in place with a sledgehammer to remove in manageable pieces.

Warning: EXTREMELY LOUD. Warn neighbors. Hearing protection and safety glasses are essential.

Fiberglass / Acrylic Tubs

Weight: Lightweight but bulky.

Method: Cut with Sawzall into 4-6 sections.

Steps: Disconnect drain assembly first (may need special drain removal tool). Check for tile/surround attachment to flange—remove or cut free first.

Critical Check

Always verify water is shut off at the main source if local valves are old or corroded. Water damage is the #1 risk in bathroom demolition.

FLOORING REMOVAL: CARPET & VINYL

Carpet Removal

Carpet removal is bulky but straightforward. Speed comes from methodical rolling and handling.

Removal Process

Pull up carpet starting from a corner. Roll the carpet as you go—this makes it much easier to handle than loose piles. Carpet is often stapled or tacked down; keep pliers handy to remove stubborn staples.

Padding

Padding underneath is usually stapled separately. Remove it after the carpet is gone. Both carpet and padding are extremely bulky—compress them tightly in the truck to maximize space.

Tack Strips Hazard

Tack strips around the perimeter are wood strips with small, sharp tacks pointing up. Pry them up very carefully using a flat pry bar. They cause serious puncture wounds.

Disposal: Wrap tack strips in heavy paper or cardboard before bagging. This prevents them from puncturing trash bags and injuring you or disposal workers.

Note: Old carpet can be very dirty and heavy. Always wear gloves and a dust mask.

Vinyl & Linoleum

Removal difficulty varies greatly depending on the adhesive used and age of the flooring.

Sheet Vinyl Removal

Sheet vinyl is often glued down with strong adhesive.

- Score vinyl into manageable strips using a utility knife.
- Use a floor scraper to pry up sections. This is often a slow, tedious process.
- Adhesive is extremely sticky and difficult to remove—plan extra time for this labor.

Asbestos Warning

Some old vinyl flooring (pre-1980s) contains asbestos. A common indicator is **black mastic adhesive** underneath.

IF SUSPECTED: Stop work immediately. Do not sand or grind. Recommend professional asbestos testing and certified removal.

Peel-and-Stick Tiles

These come up easier than sheet vinyl.

- Use a floor scraper or wide putty knife.
- Apply a heat gun if tiles are stubborn; heat softens the adhesive.
- Adhesive residue usually remains on the floor—clarify that cleaning this residue is the customer's responsibility unless contracted separately.

FLOORING REMOVAL PART 2

Ceramic & Porcelain Tile

Tile removal is labor-intensive, very loud, and extremely dusty. Proper tools and PPE are essential for safety and efficiency.

Tools Required

Manual: Hammer and cold chisel (slow).

Power: Electric chipping hammer or small jackhammer (highly recommended).

PPE: Safety glasses and N95 dust masks are absolutely essential.

Removal Process

Start at an edge or already-broken tile. Position chisel at a 30-45 degree angle to pop tiles off the substrate. Expect a thin-set mortar layer underneath that must also be removed for a smooth surface, which significantly increases labor time.

Safety & Efficiency

Broken tile shards are razor sharp—wear heavy-duty work gloves. Don't try to save individual tiles. Save time by breaking the floor into larger chunks with a sledgehammer before removing.

$ PRICING CONSIDERATIONS

Quote by square foot (typically **$2–$5/sf**). Pricing depends on tile thickness, difficulty, and substrate. Note that porcelain is harder than ceramic and breaks into sharper pieces

Wood & Laminate

Wood flooring removal varies greatly depending on installation method (nailed, glued, or floating).

Hardwood Flooring

Usually nailed or stapled directly to the subfloor. Use a flat pry bar starting at the edge and work board by board. It is time-consuming but straightforward.

Resale Tip: Some hardwood can be saved and resold. Discuss with the customer before destroying boards.

Engineered Hardwood

Sometimes glued down rather than nailed. This makes removal much more difficult, similar to vinyl removal procedures.

Laminate Flooring

Usually a floating floor system not attached to the subfloor. Remove baseboards first for access, then snap apart planks starting from the edge of the room. This offers relatively easy removal.

Value: Laminate in good condition has resale value if the customer does not want it.

Standard Wall Removal

Drywall Removal

Drywall removal is relatively easy compared to other materials. It involves punching holes with a hammer and pulling sections off by hand or with a pry bar.

Key Considerations:

- **Dust Control:** Drywall dust is very fine and irritating to lungs. Wear a dust mask at all times.
- **Stud Awareness:** Be constantly aware of wall studs behind drywall (typically spaced 16" on center, sometimes 24").
- **Electrical Safety:** Watch for electrical outlets, switches, and junction boxes. Shut off power to the room/area before starting.
- **Technique:** Remove in large sections for faster work, or break into smaller pieces for easier handling and disposal.

Plaster & Lath

Common in pre-1950s homes, plaster applied over wooden lath strips is much harder and more labor-intensive than drywall.

Challenges:

- **Dust Volume:** Creates significantly more dust that spreads everywhere. Strong containment (plastic sheeting) is highly recommended.
- **Puncture Hazards:** Wooden lath strips underneath have rusty nails. Use caution.
- **Time & Cost:** The hammer and pry bar method is much slower. Consider charging a premium over standard drywall removal due to difficulty.

Critical Safety Warnings

LOAD-BEARING WALLS

NEVER REMOVE A LOAD-BEARING WALL WITHOUT STRUCTURAL ENGINEER APPROVAL AND PROPER SUPPORT.

Removing a load-bearing wall without proper temporary support causes structural collapse—extremely dangerous and creates enormous liability.

Signs of Load-Bearing Walls:

- Walls running perpendicular to floor joists above.
- Walls directly supporting structure above (roof, second floor).
- Basement and foundation walls.
- Walls in the center of the house running the length of the structure.

IF ANY DOUBT EXISTS: *Assume the wall is load-bearing and refuse the job or require engineer involvement and a permit.*

Pre-Demo Checklist

- Confirm power is shut off at the breaker.
- Identify all water/gas lines in the wall.
- Seal room with plastic sheeting.
- Cover vents to prevent dust spread.
- Verify waste disposal plan for heavy debris.

DEMO COST CALCULATION

Calculating Project Costs

Exterior demolition and large interior projects require detailed cost estimation to ensure profitability. Calculate the TOTAL PROJECT COST by including all the following components:

Fuel Costs

Estimate total gallons needed (multiple trips to disposal site + equipment operation) × current fuel price. Track actual costs as project progresses.

Labor

Total estimated hours × labor rate (e.g., $30/hour per team member - adjust to actuals). Include drive time to disposal sites in calculation.

Disposal Fees

Estimate total tons of debris × disposal rate at facility (typically $40-80/ton). Call facility for current rates on specialty materials.

Equipment Rental

Include costs if renting excavator, dumpsters, or specialized tools. Daily/weekly rates add up quickly.

Permits & Per Diem

Include jurisdiction fees for demolition/dumpster permits. Add per diem for food/drinks on full-day or multi-day projects.

Margin & Presentation

Beyond direct costs, you must account for overhead, profit, and risk.

Profit Margin

Add appropriate markup to cover overhead and profit (30-50% typical in industry, adjust based on market/competition).

Contingency Buffer

Add 10-20% buffer for unexpected issues (hidden structural problems, weather delays, disposal issues, breakdowns).

Presentation

Provide an itemized written estimate to the customer showing the breakdown. This builds trust and justifies the pricing.

Deposit Requirement

Require a substantial deposit for large demolition jobs (33-50% typical) to cover upfront costs and demonstrate customer commitment. Balance due upon completion.

Equipment & Site Setup

Full structure demolition requires heavy machinery and strict site controls. Do not attempt without experienced operators.

Excavators

Large tracked excavators (200-400 class) are the primary tool, capable of demolishing an average house in 1-2 days. Operator skill is critical for safety and speed.

Skid Steers

Essential for smaller structures, cleanup work, finishing, and accessing tight areas where larger machines cannot fit.

Safety Perimeter

Establish a minimum 50-100 ft safety zone. Enforce strict distance for spectators, homeowners, and non-essential crew. Use caution tape and warning signs.

Permits Required

Most jurisdictions require a specific demolition permit. City/county inspections may be required. Verify all requirements before starting to avoid severe fines.

Critical Pre-Demo Steps

Failure to perform these steps can result in fatal accidents, explosions, or massive liability.

Utilities Disconnection

ABSOLUTELY CRITICAL: Disconnect ALL utilities. Electric (pole/transformer), Gas (meter removal/cap), Water (shut off/cap at street), Sewer (cap at property line). Confirm in writing.

Asbestos & Hazmat

Pre-1980s homes often contain asbestos (siding, insulation, flooring). Testing is mandatory. If present, certified abatement ($10k-$50k) is required before demolition.

Foundation Decisions

Determine scope: Remove foundation (break up and haul separately; heavy/expensive) or leave in place (fill with clean demo debris to save hauling costs).

Debris Staging

Create organized material piles (wood, metal for scrap recycling, concrete separate) to maximize hauling efficiency and minimize disposal fees.

EXTERIOR DEMOLITION

Structures & Scope

Exterior demolition covers the removal of outdoor structures. Unlike interior work, this often requires managing weather conditions, heavy equipment, and larger debris volumes.

Sheds & Outbuildings

Removal of storage sheds (wood, metal, vinyl) under 12'x12'. Assess construction material to determine if hand demolition or light machinery is required.

Decks & Patios

Dismantling wooden or composite decks. Involves removing boards, railings, and extracting structural posts and concrete footers.

Critical Safety Check

Before any exterior demolition, verify all utilities (electric, gas, water) feeding the structure are disconnected and capped by professionals.

Key Procedures

Proper assessment and sequential dismantling are key to safety and efficiency in exterior projects.

Assessment & Planning

Evaluate structure stability. Identify hazardous materials. Plan debris staging areas to keep the site organized and safe.

Fence Removal

Procedures vary by type: Chain link (roll fabric, pull posts), Wood (remove panels, pull posts), Vinyl (disassemble sections). Concrete post bases must be removed.

Mobile Homes

A complex, multi-day project often requiring dumpsters and frame recycling. See detailed section for specific mobile home protocols.

Pools & Spas

Covers both above-ground disassembly and in-ground fill-ins. Requires specific drainage and disposal planning. See dedicated section.

DECK REMOVAL

Systematic Dismantling

Deck removal requires a top-down strategy to maintain safety and structural stability. Never remove supports before the weight above them is cleared.

1. Inspection & Safety

Check for rot, structural instability, and attached utilities. Locate and disconnect any electrical lines (lighting/outlets) or gas lines (grills) before starting. Verify if the deck is bolted to the house ledger board.

2. Board Removal

The Pry Method: Use a specialized deck wrecker tool or heavy pry bar to pop boards up. Best for nailed decks.

The Cut & Drop Method: For large decks, use a circular saw to cut the decking and joists into manageable sections (e.g., 4×6 feet) and drop them to the ground as a unit. This is faster but requires lifting heavier sections.

Nail Safety

Old decks are full of rusty nails and screws. Every board removed must be de-nailed immediately or nails bent flat. Never leave boards with nails pointing up on the ground.

Structure & Disposal

After the decking is removed, the structural frame must be dismantled safely. Disposal requirements vary by material type.

Joist & Beam Removal

Remove joist hangers or toenails. Knock joists free with a sledgehammer. Support heavy beams with temporary props if necessary before cutting. Work backwards toward the house.

Post Extraction

Cut Off: Cut 6×6 posts flush with the concrete footer if acceptable to the customer.

Dig Out: If complete removal is required, dig around the concrete footer and pull the entire post/concrete assembly with a machine or jack.

Disposal Considerations

Pressure Treated Wood: Cannot be burned. Must be taken to a landfill. It contains chemicals (arsenic/copper) that are hazardous when incinerated.

Composite & Hardware

Composite decking is heavy and non-biodegradable. Separate metal hardware (joist hangers, bolts) for scrap metal recycling if volume permits.

FENCE REMOVAL

Overview & Equipment

Fence removal varies significantly based on material and installation method. Always determine if posts are set in concrete or dirt before quoting, as concrete removal drastically increases labor and disposal weight.

Required Equipment

- **Sledgehammer:** For knocking loose panels and breaking stubborn concrete.
- **Reciprocating Saw (Sawzall):** Essential for cutting wood posts and panels quickly. Bring extra blades.
- **Bolt Cutters:** Required for chain link fencing.
- **Pry Bars / Crowbars:** For leverage on posts and panels.
- **Post Hole Digger / Shovel:** For digging out concrete footings if required.
- **Power Drill/Driver:** For disassembling screwed-in panels.

Safety First

Eye protection is mandatory. Wood splinters, metal wire snaps back, and old vinyl can shatter unpredictably. Watch for rusty nails and rot.

Removal Procedures

Wood Fencing

Remove panels first by unscrewing or prying rails from posts. Break down large panels in the truck to maximize space. If posts are set in concrete, dig around the base to loosen, then rock back and forth to pull. If concrete is not required to be removed, cut posts at ground level (verify with customer).

Chain Link

Cut fencing fabric into manageable rolls (every 10-15 ft) using bolt cutters. Roll up wire to prevent tangling. Remove top rails and tension bars. Dig out or pull posts. **Note:** Separate metal components for recycling revenue.

Vinyl Fencing

Vinyl is typically assembled by snapping together or sliding into rails. Disassemble in reverse order. Check for screws hidden inside caps. Be careful—old vinyl becomes brittle and can shatter like glass. Posts often have concrete inside or around them.

SHED DEMOLITION

Assessment & Strategy

Small outbuilding removal is a common request. Sheds under 12'x12' can typically be demolished by hand without heavy machinery. Success begins with identifying the construction type.

Wood Sheds

Top-Down Approach: Dismantle the roof first to prevent collapse hazards. Remove shingles and plywood, then knock down walls, and finally remove the floor/foundation.

Key Tools: Reciprocating saw (Sawzall), pry bars, and sledgehammer. Watch for nails throughout the structure.

Metal Sheds

Reverse Assembly: Unscrew panels in the reverse order they were assembled. Use bolt cutters for stubborn or rusted connections.

Hardware: Save screws and hardware if the customer intends to keep or sell the materials; otherwise, scrap them.

Vinyl Sheds

Snap-Together Reversal: These are usually assembled with snap-lock systems. Disassemble by reversing the assembly instructions.

Warning: Plastic can become brittle over time; wear eye protection as pieces may shatter.

Tool Requirements

Sledgehammer: For breaking wood frames and flooring.

Reciprocating Saw: Essential for cutting wood beams and stubborn connections.

Pry Bars & Drill: For leverage and removing screws from metal/vinyl sheds.

Bolt Cutters: For rusted bolts or metal framing.

Disposal & Logistics

Separate Materials: Whenever possible, separate metal for recycling. This reduces disposal weight and costs while being environmentally responsible.

Volume: A 10×10 shed often fills 1/2 to 3/4 of a standard junk truck. Quote accordingly.

Critical Safety

Roof Collapse Hazard: Never remove walls while the roof is still intact/heavy. Always strip the roof weight first.

Nail Hazard: Wood sheds are full of nails. Wear thick-soled boots and heavy gloves. Hammer down nails on loose boards immediately.

OTHER SKID STEER JOBS

Skid steers are versatile machines that allow your business to offer high-margin services beyond standard junk removal. Utilizing existing equipment relationships can significantly expand your service offerings.

Land Clearing

Clearing brush, small trees, and heavy undergrowth is a common request.

- **Equipment:** Requires a brush cutter attachment or grapple bucket.
- **Scope:** Ideal for overgrown backyards or property lines.
- **Pricing:** Typically quoted by the acre or a high hourly equipment rate.

Grading & Leveling

Preparing ground for driveways, sod, or construction.

- **Requirement:** Requires a highly skilled operator. Poor grading can cause drainage issues.
- **Application:** Leveling gravel driveways or spreading topsoil.

Material Moving

Moving large quantities of dirt, gravel, mulch, or stone.

- **Efficiency:** A skid steer can replace days of manual wheelbarrow labor in just hours.

Equipment & Logistics

These jobs require proper logistical planning to ensure profitability.

- **Skid Steer Rental:** $200–$400 per day depending on size/model.
- **Attachments:** Buckets, grapples, and breakers often rent separately.
- **Transport:** Requires a truck and trailer with 14,000–16,000 lb towing capacity.

Standard Equipment Rate

$100 - $150

Per Hour (Operator Included)

Safety & Risks

- **Utilities:** ALWAYS call 811 to mark utilities before any digging or grading. Hitting a line is dangerous and expensive.
- **Property Damage:** Inexperienced operators can easily damage foundations, fences, siding, or parked vehicles.
- **Snow Removal:** Commercial snow removal is another option for winter months if you have the contracts.

Pro Tip: Operator Skill

TYPES OF CONCRETE

Common Concrete Types

Understanding the specific characteristics of different concrete structures is essential for accurate quoting, equipment selection, and efficient removal.

Sidewalks

Usually 2-5 inches thick. Often easier to break and can frequently be handled with just a sledgehammer. Smaller pieces (40-60 lbs) are manageable by hand. Quote by linear foot ($3-8/ft typical).

Driveways

Standard thickness is 4-6 inches. Requires a jackhammer for efficient breaking. Pieces are very heavy and dense. For large quantities, consider subcontracting hauling to a trucking company with a dump trailer.

Patios

Typically 3-5 inches thick. Similar removal process to sidewalks but may have reinforced mesh or rebar. Often located in backyards with limited machine access, requiring manual removal.

Basketball Goals

Concrete bases are often buried 3-4 feet deep. Most customers choose the "cut-off" option (cutting pole at ground level) vs. digging out the entire heavy base, which is labor-intensive and leaves a large hole.

Removal Considerations

Concrete removal is heavy work that impacts truck capacity and disposal costs significantly. Plan accordingly.

Thickness Matters

Always verify thickness before quoting. A 4" slab weighs 50% less than a 6" slab. Use a shovel to dig and check the edge profile if visible.

Weight Calculation

Concrete weighs approx. 150 lbs per cubic foot. A single 10'x10'x4" slab weighs ~5,000 lbs. Do not overload trucks; watch payload limits carefully.

Retaining Walls

Stacked block walls require block-by-block removal. Poured walls need breaking. Cap stones are often salvageable—ask if the customer wants to keep them.

Disposal Strategy

Separate clean concrete (no rebar/trash) from general debris. Many facilities offer lower "clean fill" rates. Recycling centers may accept clean concrete for free or low cost.

Primary Equipment

Choosing the right tool for the thickness of the concrete is essential for efficiency. Do not attempt to break thick slabs with manual tools alone.

Jackhammer (Breaker)

60lb+ Electric Breaker. The primary tool for driveways and slabs >3" thick. Let the weight of the tool do the work—do not force it. Position the bit 2-3 inches from the edge to crack off manageable chunks.

Sledgehammer & Pry Bar

Used for thin sidewalks (<3") or breaking free chunks created by the jackhammer. The pry bar is used to lift slab edges to create a void underneath.

Concrete Demo Saw

Used for creating clean edges or relieving stress in large slabs. **Warning:** Wet-cutting is required to minimize dangerous silica dust.

Breaking Strategy

Work from the Edges

Never start in the center of a slab. Start at a corner or edge where the concrete has "relief" to expand. Break off pieces 12-18 inches in size.

Create a Void

Concrete breaks much easier when it is not resting solidly on the ground. Use a pry bar or a block of wood to lift the edge of the slab slightly before striking.

Manageable Sizes

Do not pulverize the concrete into gravel. Aim for chunks that one person can flip or two people can lift. Gravel is harder to load and clean up.

CRITICAL SAFETY (PPE)

Concrete removal poses serious risks. All team members must wear:

1. **Safety Glasses:** Flying chips can blind.
2. **Ear Protection:** Jackhammers cause hearing loss.
3. **Steel-Toe Boots:** Crushing hazard.
4. **N95/Respirator:** Silica dust is hazardous.

CONCRETE TRANSPORTATION

Loading Protocols

Transporting concrete requires strict adherence to weight distribution protocols to prevent vehicle damage, hydraulic failure, and ensure road safety.

Balanced Distribution

Place concrete evenly over the rear axle. Loading too far back lifts front wheels (loss of steering); loading too far forward overloads the cab.

Low Center of Gravity

Keep the load flat on the bed floor. Do not stack concrete high. A shifting load of dense concrete can capsize a truck during turns.

Clean Concrete Policy

Always separate rebar, dirt, and trash from concrete if possible. "Clean concrete" disposal rates are significantly lower than mixed C&D debris rates.

Weight & Equipment

Concrete is deceptively heavy. A standard junk truck can be overloaded by a surprisingly small pile, causing catastrophic damage.

Weight Math

1 cubic yard of concrete weighs ~4,000 lbs. A single 10'x10'x4" slab weighs ~5,000 lbs. Know your truck's payload limit (typically 3-5 tons).

Dump Trailers vs. Box Trucks

Prefer dump trailers for concrete jobs. Lower bed height makes loading easier, and they typically handle denser weight better than high-sided box trucks.

Outsourcing Large Loads

For full driveways (20+ tons), hire a dedicated dump trucking company (20-25 ton capacity). It is cheaper and faster than making 10 trips in a junk truck.

Hydraulics Warning

Never exceed hoist capacity. If the bed won't lift at the dump site, you must shovel it off by hand. Test lift capacity before leaving the job site.

OTHER SKID STEER JOBS

Expanding Capabilities

Skid steers are the "Swiss Army Knives" of heavy equipment. Beyond demolition, these machines open high-margin revenue streams in land management and site preparation.

Land Clearing

Removal of underbrush, saplings, small trees, and overgrowth. Uses a brush cutter attachment or grapple bucket. Ideal for reclaiming overgrown backyards or preparing lots for construction.

Grading & Leveling

Smoothing out uneven ground for new sod, driveways, or shed pads. Critical for establishing proper water drainage away from structures. Requires a skilled operator to achieve a flat grade.

Pricing Strategy

Unlike junk removal volume pricing, skid steer work is typically billed hourly ($100-$150/hr depending on market) or by the project. Always factor in transport and fuel costs.

Excavation Basics

Safe and efficient operation is paramount when digging or moving earth. Mastery of these tasks increases team value.

Trenching

Digging narrow channels for utility lines, irrigation, or French drains. Requires steady depth control. Always verify utility locations before digging.

Material Moving

Relocating bulk materials like gravel, mulch, dirt, or sand. A skid steer can move in 1 hour what a 3-man crew with wheelbarrows moves in a day.

Snow Removal

In colder climates, skid steers with pushers or buckets are excellent for clearing commercial parking lots during winter months.

Critical Safety: 811

Before any excavation, trenching, or stump removal, you MUST call 811 to have underground utilities marked. Striking a gas or power line is life-threatening.

PART II

COMMERCIAL JOBS

Commercial work offers consistent volume and professional relationships. This section details protocols for working with construction sites, office buildings, apartment complexes, and B2B partners.

CONSTRUCTION
Site Rules & Debris

OFFICES
Cleanouts & Access

APARTMENTS
Property Management

PARTNERS
B2B Relationships

Construction Site Debris

New construction sites generate consistent, predictable volumes of waste. Junk Raider partners with contractors to provide regular debris removal, keeping sites safe, clean, and compliant. These jobs often become long-term, recurring revenue streams.

The 8x8 Wooden Bin

Many construction companies utilize standardized 8' x 8' x 4' wooden bins built on-site. Our primary task is often to empty these bins and return debris to the truck.

- Locate bin on site map
- Empty bin completely into truck
- Sweep area around bin
- Return bin to designated spot

Relationship Building

Construction companies are excellent recurring customers. Reliability is key—if we miss a pickup, their work stops. Invoices are typically submitted to the contractor's office on NET30 terms, not paid by site workers.

Debris Types & Protocols

Understanding the materials and site rules is critical for safety and efficiency on active construction zones.

Common Debris Types

Materials are usually separated by type on well-managed sites:

- **Wood Scraps:** Framing cut-offs, plywood, dimensional lumber.
- **Drywall:** Sheetrock scraps (heavy when stacked).
- **Packaging:** Cardboard boxes, appliance packing, plastic wrap.
- **Metal:** Studs, wiring scraps, piping (recycle if possible).

Site Safety Rules

Active construction sites have strict safety requirements:

- **PPE:** Hard hats, high-visibility vests, and steel-toed boots are often mandatory.
- **Access:** Watch for heavy equipment and uneven ground.
- **Check-In:** Always check in with the Site Superintendent upon arrival.

Scheduling

Routes are typically scheduled weekly or bi-weekly. Coordinate directly with the General Contractor or Site Superintendent to align with their build phase.

OFFICE BUILDINGS

Access & Coordination

Corporate office cleanouts require a higher level of professionalism and coordination. We are often working in occupied buildings where discretion and efficiency are paramount.

Building Management

The Property or Facilities Manager is your main contact. Coordinate parking, elevator times, and access paths directly with them. Off-hours work (evenings/weekends) is often required.

Elevator & Dock Access

Never use passenger elevators for junk removal. Freight elevators must be reserved in advance. Locate the loading dock and strictly adhere to parking rules to avoid towing.

Building Protection

Protecting the property is critical. Use wall padding in elevators, floor protection (Masonite/cardboard) in hallways, and corner guards to prevent damage.

Materials & Protocols

Office jobs involve specific material streams that require distinct handling procedures compared to residential junk.

Cubicle Removal

Labor-intensive disassembly required. Bring cordless drills, rubber mallets, and Allen keys. Separate metal frames from fabric panels for recycling efficiency.

Electronics Disposal

E-waste (computers, monitors, printers) must be recycled properly. Hard drives should be securely destroyed if requested by the client.

Paper & Files

Large volumes of paper are common. Ensure sensitive documents are handled according to client wishes (shredding vs. recycling).

Documentation

Detailed inventory lists, donation receipts, and weight tickets are often required by corporate clients for tax and auditing purposes.

APARTMENT COMPLEX WORK

Property Management

Property management companies offer excellent recurring opportunities. Work typically involves unit turnovers and bulk removal, requiring adherence to strict property rules.

Unit Cleanouts

Often referred to as "trash-outs." When tenants leave items behind, or for evictions, speed is critical. "Make-ready" work must be completed immediately before new tenants arrive.

Property Rules

Check in with the property manager first. Adhere to specific parking areas to avoid blocking residents. Follow protocols for key access to units.

Volume & Logistics

Apartment work often involves higher volumes and specific logistical challenges compared to residential pickups.

Bulk Trash Events

Many complexes hold quarterly or annual bulk trash days. Position the truck near dumpsters as residents bring items. Expect high volume and fast-paced work.

Disposal Strategy

Due to large volumes, multiple disposal runs are common. Plan efficient routes between the complex and the disposal site to minimize downtime.

Invoicing & Terms

Invoicing is handled through the property management office. NET30 terms are standard. Keep detailed records per unit or per job for their accounting.

Documentation

Take before and after photos of every unit. Property managers need proof of work to charge security deposits or validate vendor payments.

Home Organizers

Professional organizers help clients declutter and reorganize their lives. They require a junk removal partner who is an extension of their own high-quality brand. This relationship is a significant source of recurring referrals.

Focus on Donations

Organizers want to maximize donations for their clients to ease the pain of letting go. We must build relationships with donation centers and provide detailed tax receipts for every job.

Client Sensitivity

Clients are often emotional about parting with items. Truck teams must exhibit extreme patience and empathy. Do not rush the customer; allow them to process decisions if needed.

Preferred Partner Status

By consistently delivering sensitive, high-quality service, we become the organizer's exclusive recommendation. They will sell our services to the client for us.

Home Contractors

Remodeling contractors (kitchens, baths, flooring) generate regular demolition debris. They need a reliable partner to keep their job sites clean and efficient.

Repeat Scheduling

Successful contractors have a continuous flow of projects. Establishing a relationship means we become part of their standard workflow, ensuring steady weekly or monthly volume.

Competitive Pricing

Contractors are price-sensitive but value convenience. We build contractor-specific pricing that is competitive with dumpsters but offers the advantage of labor included.

Reliability Critical

Contractors operate on tight schedules. If we are late clearing debris, their next trade (plumber, electrician) cannot start. Fast response and absolute reliability are essential.

BIG JOB CALCULATOR

Eliminate the Guesswork

Quoting large commercial jobs or complex cleanouts has traditionally been the hardest skill to master. Under-quoting kills profit margins, while over-quoting loses the job. The **Big Job Calculator** solves this by using data, not guesses.

Automated Suggestions

Upload photos and describe the job conditions. The system analyzes parameters like job complexity, material density, and site access to suggest a precise price range.

Profitability Analysis

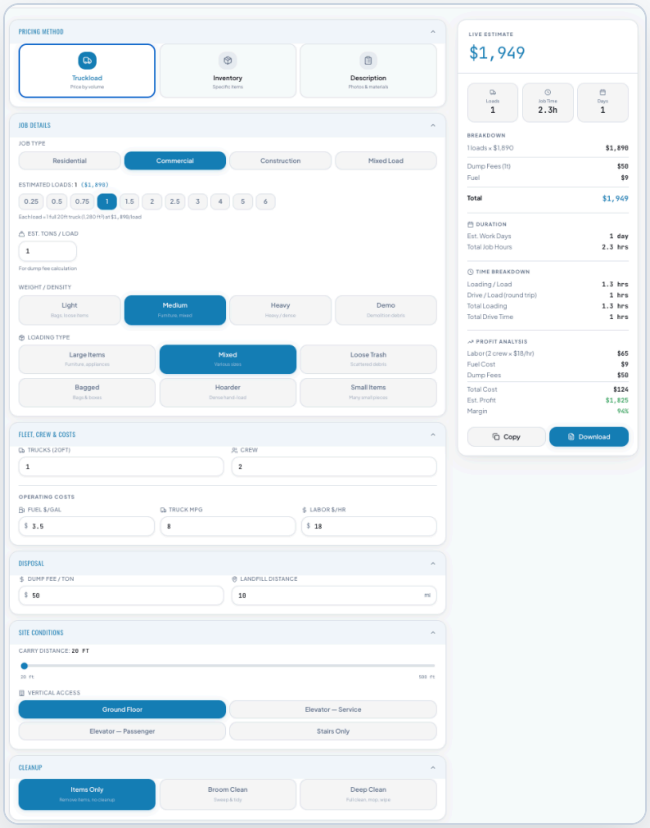
See your projected profit instantly. The tool factors in dump fees, labor hours, and distance from the truck to the job site to calculate true margins before you quote.

Smart Variables

Adjusts for critical variables often missed by rookies:

- **Distance:** Carry distance to truck
- **Complexity:** Stairs, elevators, demo required
- **Disposal:** Concrete vs. light trash rates

**Using this tool increases close rates by 22% and average ticket size by 15%.*



The Big Job Tool interface showing live estimate breakdown, profitability analysis, and fleet costs.

USING THE BIG JOB CALCULATOR

Inputting Job Details

The accuracy of the quote depends entirely on the accuracy of the inputs. The tool uses a comprehensive algorithm to suggest pricing, but garbage in equals garbage out.

Key Input Fields

Job Type & Scope

Select whether it's Residential, Commercial, or Construction. This adjusts the base labor rates and expected density.

Volume Estimation

Input estimated cubic yards or truck loads. Use the visual reference guide within the tool if unsure. Upload photos for AI-assisted estimation.

Material Composition

Select density (Light, Medium, Heavy, Demo). This critically impacts disposal fee calculations. Be conservative with heavy materials like concrete.

AI Suggestions

When you upload site photos, the system analyzes debris density and volume. Always verify AI suggestions against your on-site visual inspection.

Profitability & Adjustments

Beyond volume, site conditions and margin requirements dictate the final price. Use the right-hand panel of the tool to fine-tune the quote.

Site Conditions

Adjust the "Carry Distance" slider and "Vertical Access" settings. Stairs or long carries (over 50 ft) automatically increase labor hour estimates to protect margins.

Understanding Margins

The "Profit Analysis" section breaks down Fuel, Labor, and Disposal costs. Ensure the projected "Net Profit" meets the minimum 30-40% threshold for commercial work.

Interpreting the Range

The tool provides a Low, Mid, and High price range. Quote the High range for complex jobs or new clients to cover variables. Use the Mid range for competitive bidding.

Generating the Quote

Once satisfied with the margin, click "Download" to generate a professional PDF quote that can be emailed directly to the client.

YOUR LOGO

CRITICAL PROTOCOLS

SAFETY PROCEDURES

Safety is paramount in the junk removal business. This section details essential protocols for lifting, hazard identification, PPE requirements, and handling dangerous situations to ensure every team member returns home safe.

MOVING & LIFTING

Body Mechanics & Team Lifts

HOME HAZARDS

Stairs, Mold, & Pests

SITE SAFETY

Construction & Demolition PPE

PERSONNEL SAFETY

De-escalation & Awareness

Proper Body Mechanics

Junk removal is a physically demanding profession. Your longevity in this career depends entirely on how well you protect your body. Most injuries are preventable through proper technique.

Bend Knees, Not Back

The golden rule. Never bend over at the waist to pick up an item. Squat down, keep your chest up, and drive through your heels to lift with your legs.

Keep Load Close

The further an object is from your body's center of gravity, the heavier it feels and the more strain it puts on your lower back. Hug the load.

Avoid Twisting

Never twist your spine while holding a heavy load. This is the #1 cause of back injury. If you need to turn, move your feet and rotate your entire body as a unit.

Listen to Your Body

Fatigue leads to poor form, and poor form leads to injury. Take short breaks between extremely heavy lifts. Stay hydrated to prevent muscle cramps.

Team Lifting Protocols

Never let pride cause an injury. Knowing when to ask for help is a sign of a professional.

The 100 lb Rule

Any item weighing over 100 lbs (or that is awkward/bulky) requires a team lift. Do not attempt to "hero" heavy items alone.

Communication

Before lifting, agree on the path. Count it down: "Ready? 1, 2, 3, Lift." Both team members must move in sync.

Tools of the Trade

Work smarter, not harder. Use the equipment provided on the truck.

Moving Straps

Use "Forearm Forklift" or shoulder dolly straps for awkward items like appliances or mattresses. This distributes weight to your skeleton, not your grip.

Hand Trucks & Dollies

If it has wheels, roll it. Use hand trucks for boxes and square items. Use furniture dollies for dressers and heavy furniture on flat surfaces.

Situational Awareness

The home environment is filled with potential obstacles. Moving large, heavy items through finished living spaces requires constant vigilance to protect both the team and the customer's property. Always scan the route before lifting.

⚠ STAIRS: The #1 Injury Zone

Stairs are the most common location for injuries. Foot placement is critical. Keep weight distribution forward. The spotter on the bottom supports most of the weight. Never rush on stairs.

Communication

Always communicate with the customer about fragile items before moving them. If a piece looks risky due to tight fits or condition, discuss it first.

Boot Covers

Always ask before entering. Use indoors to protect carpets, but never wear them outside or on ladders where traction is compromised.

Specific Hazard Protocols

Stair Safety

Use handrails when empty-handed going down. Move deliberately. The bottom person is the anchor; the top person guides.

Tight Corners

Use furniture rotation techniques (standing items up or tilting). Protect walls with moving blankets. Move slowly and deliberately to avoid drywall damage.

Fragile Decor

Be aware of pictures on walls, collectibles on shelves, and glass tables. Scan surroundings for "elbow catchers" before lifting heavy items.

Floor Protection

Ask the customer about floor concerns. Use furniture pads, cardboard, or plywood pathways when moving heavy items over hardwood or tile.

Overhead Obstacles

Look up! Ceiling fans, chandeliers, and low doorways are common strike points when carrying tall items like armoires or mattresses.

Weather Conditions

Working outdoors exposes truck teams to the elements. Awareness and preparation are the best defenses against weather-related injury.

Sun & Heat

Heat Exhaustion vs. Stroke: Know the signs. Exhaustion involves heavy sweating and dizziness. Stroke involves dry skin and confusion - call 911 immediately.

Hydration: Drink water every hour, not just when thirsty. Avoid sugary drinks.

Shade: Seek shade immediately if feeling dizzy or nauseous.

Cold Weather

Hypothermia: Watch for shivering, confusion, or fumbling hands. These are early warning signs.

Layering: Wear multiple layers that can be removed as you work and warm up.

Vehicle Warming: Use the truck cab to warm up periodically during extreme cold.

Rain & Wet Conditions

Slip Hazards: Metal ramps and wooden steps become extremely slippery. Move slower.

Electrical: Never use non-weatherproof power tools in rain. Tarp loads immediately.

Wildlife & Biological

Junk removal often disturbs habitats. Always look before reaching into dark or covered areas.

Insects & Arachnids

Bees/Wasps: Watch for nests in sheds, wood piles, and under eaves. Carry Benadryl in the truck.

Spiders: Identify Black Widows (shiny black, red hourglass) and Brown Recluse (violin marking). Shake out tarps and blankets before use.

Ticks: Check yourself after working in tall grass or woods.

Snakes & Wild Animals

Snake Safety: Assume all snakes are venomous until proven otherwise. Give them space; do not attempt to handle.

Rodents: Watch for droppings (Hantavirus risk). Do not sweep dry droppings; wet them first. Wear a mask in infested areas.

Rabies: Never approach acting strangely or aggressive wild animals.

Dangerous Plants

Poison Ivy/Oak: "Leaves of three, let it be." Oil can remain on tools and clothes for months.

Response: If exposed, wash immediately with cold water and grease-cutting soap (like dish soap). Do not use hot water as it opens pores.

Risk Assessment & Control

Demolition introduces hazards significantly greater than standard junk removal. Every job must begin with a thorough safety assessment before a single tool is lifted.

Structural Assessment

Visually inspect for load-bearing walls, sagging ceilings, water damage, or rot. **NEVER** remove a wall if you are unsure of its structural function. If in doubt, stop and consult management.

Dust Control

Silica and lead dust are serious respiratory hazards. Use water misting to suppress dust during demolition. Seal off the work area with plastic sheeting to protect the rest of the home.

Power Tool Safety

Inspect all tools daily. Ensure guards are in place on saws and grinders. Always unplug tools before changing blades. Never force a tool; let the blade do the work.

PPE Requirements

Personal Protective Equipment is non-negotiable on demolition sites. Failure to wear PPE is grounds for immediate disciplinary action.

Head & Eye Protection

Hard hats required for overhead work. Sealed safety goggles (Z87+) essential to prevent dust and debris injury.

Respiratory Protection

N95 masks minimum for general dust. P100 respirators required for mold, heavy dust, or potential lead environments.

Extremity Protection

Heavy-duty leather gloves to handle sharps/nails. Steel-toed boots to protect against falling debris and heavy impact.

The Hot Zone

Establish a clear perimeter around the demolition area. No unauthorized entry. Use clear hand signals and verbal communication ("Falling!", "Clear!") to coordinate movements.

PPE & Hardhat Zones

Active construction sites present unique hazards. Junk Raider teams must strictly adhere to site-specific safety protocols, often stricter than residential standards.

Mandatory PPE

When entering any construction zone, full Personal Protective Equipment is required. This typically includes a hard hat, high-visibility neon vest, steel-toed boots, and safety glasses. No exceptions.

Traffic Control

Be aware of heavy machinery movement. Make eye contact with operators before crossing paths. Park only in designated loading zones to avoid blocking trades or deliveries.

Overhead Hazards

Always look up. Cranes, scaffolding, and work on upper floors create falling debris risks. Never walk under suspended loads or active work areas.

Site Etiquette & Coordination

We are often guests on a General Contractor's site. Professionalism ensures repeat business and safety for everyone.

Contractor Coordination

Check in with the Site Superintendent upon arrival. Communicate your plan and ask for specific constraints. Do not borrow tools or equipment from other trades without explicit permission.

Professional Conduct

Maintain a professional demeanor. Avoid loud music, profanity, or distracting behavior. A clean, disciplined team stands out positively to site managers.

Clean Workspace

Leave the area cleaner than you found it. Remove all generated debris. Ensure no nails or screws are left in drive paths that could damage other vehicles.

High Visibility

In chaotic environments, being seen is being safe. Ensure vests are fastened and visible at all times, especially near reversing trucks or excavators.

Personal Hygiene

Junk removal exposes team members to dirty environments, bacteria, and unknown contaminants. Maintaining strict hygiene standards is essential for personal health and preventing the spread of illness.

Hand Washing

Wash hands thoroughly with soap and warm water immediately after every job, before eating, and after using the restroom. Hand sanitizer is a temporary measure, not a substitute.

Work Clothing

Uniforms should be washed after every shift. Do not wear dirty work boots inside your own home. Consider keeping a separate pair of shoes for driving home or changing before entering your house.

Biohazard Awareness

Never touch needles, syringes, or items contaminated with blood or bodily fluids. These are strictly prohibited items. If discovered, stop work immediately and notify management.

PPE Requirements

Personal Protective Equipment is the first line of defense against sanitation hazards. Usage is mandatory when handling questionable items.

Gloves

Heavy-duty work gloves must be worn at all times when handling debris. Inspect gloves daily for tears or holes. Replace immediately if compromised.

Respiratory Protection

Wear N95 masks in dusty environments, attics, basements, or areas with potential mold. Use P100 respirators for heavier mold or unknown odors.

Eye Protection

Safety glasses prevent dust, liquids, and debris from entering eyes. Essential during demolition, when liquids are present, or in dusty areas.

Exposure Protocol

If exposed to a potential contaminant (needle stick, chemical splash, bite):

1. Stop work immediately.
2. Wash the area thoroughly.
3. Notify Team Leader and Management.
4. Seek medical attention if necessary.

DANGEROUS OR VIOLENT PEOPLE

Threat Assessment

While rare, encounters with dangerous individuals can happen. Safety is always the absolute priority over any job or revenue. Team members must remain aware of their surroundings.

Warning Signs

Be alert for aggressive body language, shouting, visible intoxication or drug use, the presence of weapons used to intimidate, or erratic, unstable behavior. Trust your instincts.

De-escalation Tactics

If a situation becomes tense or confrontational, follow these steps to lower the temperature:

- Speak calmly, slowly, and in a low tone.
- Avoid arguing, shouting, or aggressive gestures.
- Maintain a safe distance (6+ feet) at all times.
- Use active listening; acknowledge their frustration.
- Agree to leave immediately if asked.

Response Protocols

Team members are empowered to leave ANY situation where they feel unsafe. You do not need manager permission to retreat from danger.

When to Leave Immediately

If threatened with violence, if a weapon is displayed, if physically assaulted, or if you simply feel unsafe. Do not hesitate—leave.

Retreat Procedure

Leave tools or items behind if necessary—they can be replaced; you cannot. Return to the truck immediately, lock doors, and drive to a safe location away from the property.

Notification Chain

Once safe, call management immediately. If a crime was committed or immediate danger exists to others, call 911 first, then notify management.

Squatter Situations

Do not engage with squatters. If discovered, withdraw and notify management. These are legal matters for police, not junk removal crews.

YOUR LOGO

PART II

TRUCK OPERATION

This section details the critical procedures for operating our fleet safely and efficiently. From pre-trip inspections to backing protocols, mastering these skills ensures the safety of our team and the longevity of our equipment.

INSPECTIONS
Pre-Trip & Post-Trip

DRIVING
Defensive Driving

BACKING
Ground Guide Protocol

MAINTENANCE
Care & Reporting

Operational Basics

Safe operation of our commercial vehicles is the primary responsibility of every Team Leader. Negligence here causes the most expensive damage and greatest liability.

Pre-Trip Inspection

Mandatory before every shift. Check tires (75-95 PSI), fluids, lights, and look for leaks. Verify the bed is empty and the tarp mechanism works.

Diesel & DEF Protocol

Ensure you know if your truck is Gas or Diesel. Diesel trucks require DEF (Diesel Exhaust Fluid). Never mix these fluids. Allow Turbochargers to idle for 1-5 minutes before shutting down to cool properly.

Driving Dynamics

Turning Radius: Take turns wide. Watch your tail swing in tight neighborhoods.
Stopping Distance: A fully loaded junk truck takes 2-3x longer to stop than a car. Increase following distance significantly.

Critical Maneuvers

Backing Up Protocol

The #1 cause of accidents. The Navigator MUST dismount and serve as a Ground Guide.

Rules:
1. Agree on hand signals (Stop, Left, Right, Slow).
2. Driver must see the Guide in the mirror at all times.
3. If you lose sight of the Guide, **STOP IMMEDIATELY**.

Dumping Procedures

Only dump on level ground to prevent tipping. Unlatch rear doors and secure them to the sides *before* raising the bed. Use the "Jerk" maneuver (short forward bursts) cautiously to dislodge stuck debris.

Parking & Security

Always set the parking brake. If parking on an incline, use wheel chocks. When parked at a job site, ensure the truck does not block traffic or neighbor driveways unless absolutely necessary.

Maintenance Schedule

Preventive maintenance is critical. Team Leaders are responsible for basic daily checks, while more comprehensive maintenance is scheduled weekly or monthly.

Fluid Checks

Check engine oil, coolant, power steering fluid, brake fluid, and windshield washer fluid. For diesel trucks, strictly monitor Diesel Exhaust Fluid (DEF) levels to prevent engine derating.

Tire Inspection

Inspect tires daily for proper inflation (typically 75-95 PSI for commercial trucks), tread depth, and sidewall damage. Look for embedded nails or screws from job sites.

Weekly Tasks

Deep clean cab interior, wash exterior, grease lift mechanisms (if applicable), and organize toolboxes. Sunday is often the best day for scheduled downtime.

Reporting Issues

Do not ignore warning signs. Early reporting saves money and prevents accidents. If a truck feels unsafe, do not drive it.

Immediate Report Items

Check engine lights, soft or squealing brakes, fluid leaks under the truck, engine overheating, or unusual vibrations.

DEF Blue Cap

CRITICAL for diesel trucks. Never put diesel in the DEF tank (blue cap) or DEF in the fuel tank (green/black cap). This mistake costs thousands to fix.

Documentation

Log all issues in the maintenance logbook or app immediately. "I forgot to mention it" is not an acceptable excuse for a breakdown.

Safety Stop

If oil pressure drops suddenly or engine temperature spikes, pull over immediately and turn off the engine. Continued driving will destroy the engine.

YOUR LOGO

PART II

TRUCKS & EQUIPMENT

Reliable equipment is the backbone of our service. This section details truck specifications, required tool inventories, maintenance protocols, and proper equipment care to ensure safety and efficiency.

TRUCK SPECS
Capacities & Dimensions

TOOL INVENTORY
Essential & Specialty Tools

MAINTENANCE
Daily Checks & Upkeep

EQUIPMENT CARE
Storage & Safety Protocols

Check-In & Protocols

Landfills and transfer stations are high-risk environments with strict rules. Professional conduct at the scale house builds relationships and ensures smooth operations.

Scale House Etiquette

Stop fully on the scale. Declare your load contents honestly (e.g., "Mixed C&D," "Household trash," "Yard waste"). Misdeclaring loads can result in bans or fines.

Sorting Requirements

Save money by segregating materials. Metal goes to metal piles (often free). Clean concrete and yard waste usually have lower rates than mixed trash. Plan your loading to facilitate easy off-loading of separated materials.

Weight Tickets

CRITICAL: Keep every weight ticket. Verify the truck number on the ticket matches your vehicle. These tickets are essential for accurate Daily P&L calculations and customer billing proof.

Dump Floor Safety

The dump floor is dangerous. Heavy machinery has the right of way. Alertness is your primary safety tool.

PPE Requirements

High-visibility vests, hard hats, and steel-toed boots are often mandatory. Eye protection prevents dust injury. Never enter the floor without gear.

Machinery Awareness

Bulldozers and compactors move fast and have large blind spots. Make eye contact with operators before moving behind them. Stay close to your truck.

Dumping Mechanics

Back up carefully using a ground guide. Unlatch rear doors SECURELY before raising the bed. Ensure the truck is on level ground to prevent tipping.

The "Jerk" Maneuver

If a load sticks, pull forward slightly and brake hard to dislodge it. NEVER drive around with the bed raised to shake a load loose—this causes rollovers.

TOOLS & EQUIPMENT LIST

Essential Hand Tools

Every truck must be equipped with a standardized set of hand tools to handle disassembly, cleanup, and minor repairs on the job.

Toolbox Basics

- **Screwdrivers:** Phillips (#1, #2, #3) and Flathead set.
- **Wrenches:** Adjustable crescent wrench (8" and 12") and Socket set.
- **Pliers:** Needle-nose, channel locks, and wire cutters.
- **Impact Tools:** Rubber mallet and claw hammer.
- **Cutting:** Heavy-duty utility knife with extra blades and bolt cutters.
- **Misc:** Tape measure (25'), Allen key set (metric/SAE), WD-40.

Power Tools

Battery-operated tools increase efficiency for demolition and large furniture disassembly.

- **Reciprocating Saw (Sawzall):** With wood and metal blades.
- **Cordless Drill/Driver:** With bit set.
- **Spare Batteries:** Fully charged at start of day.

Operational Equipment

These items are critical for moving heavy objects safely and securing loads.

Moving Gear

- **Appliance Dolly:** Heavy-duty with strap.
- **4-Wheel Dollies:** Minimum of two per truck.
- **Moving Blankets:** 12+ for protecting floors/walls.
- **Forearm Forklift Straps:** For ergonomic lifting.

Load Securement & Cleanup

- **Ratchet Straps & Bungees:** For securing loose items.
- **Tarps:** Heavy-duty canvas for dump trucks.
- **Cleanup:** Push broom, corn broom, shovel (flat/spade), rake.
- **Safety:** Construction magnet for nails.

PPE & Safety

Hard hats, safety glasses, high-vis vests, leather work gloves, ear protection, dust masks (N95), first aid kit, and fire extinguisher.

YOUR LOGO HERE

PART II

TEAM MEMBERS

This section outlines the core expectations for every team member. From professionalism and communication to performance standards and growth pathways, these are the pillars of our team culture.

PROFESSIONALISM
Conduct & Appearance

COMMUNICATION
Standards & Protocols

PERFORMANCE
KPIs & Excellence

GROWTH
Training & Promotion

TEAM MEMBER EXPECTATIONS

Professional Conduct

Every team member is a brand ambassador. Your behavior directly impacts our reputation, reviews, and bottom line. We expect excellence in every interaction.

Professionalism

Maintain a positive, solution-oriented attitude at all times. Treat customers, property, and teammates with absolute respect. Leave every situation better than you found it.

Communication

Proactive communication is key. Update Dispatch immediately regarding delays or issues. Speak clearly and courteously to customers. Avoid slang or profanity on job sites.

The 5-Star Standard

We do not just remove junk; we provide a service experience. Go the extra mile: hold doors, offer to sweep up, and always smile. This is what earns 5-star reviews.

Operational Standards

Consistency builds trust. Adhering to our standards for time and appearance ensures the team operates smoothly and looks professional.

Punctuality & Reliability

Arrive 15 minutes before your scheduled shift to prep your truck. Late arrivals disrupt the entire day's route. Consistent attendance is mandatory for team cohesion.

Appearance & Uniform

Wear the approved uniform daily: Clean company shirt (tucked in), work pants or shorts (no holes), and steel-toed boots. Maintain good personal hygiene.

On-Site Behavior

No smoking or vaping on customer property or in company vehicles. No personal phone use while working. Focus entirely on the job and the customer.

Safety Compliance

Follow all safety protocols without exception. Wear required PPE (gloves, glasses, boots). Report unsafe conditions immediately. Safety is a condition of employment.

Performance Standards

Excellence is not an act, but a habit. We track specific Key Performance Indicators (KPIs) to ensure every team member meets the standard for safety, quality, and efficiency.

Review Generation

Top performers consistently generate 5-Star Google reviews. The target is a 30% conversion rate on completed jobs. Reviews drive our growth.

Safety Record

Zero incidents is the only acceptable standard. Preventable damage to property, trucks, or equipment directly impacts performance evaluations.

Efficiency & Punctuality

On-time arrival for 100% of jobs (within window). Efficient loading and routing to maximize revenue per hour.

Promotion Criteria

We hire for attitude and train for skill. The path from Navigator to Team Leader and beyond is clear for those who demonstrate ownership.

Navigator to Team Leader

Requires mastery of truck operation, perfect safety record for 90 days, ability to quote accurately without supervision, and leadership potential.

Training Pathways

We utilize the **Trainual** system for ongoing education. Completion of safety modules, leadership seminars, and advanced pricing workshops is required for promotion.

Beyond the Truck

Successful Team Leaders are the first candidates for Operations Management, Dispatch, and Sales roles. We prioritize internal promotion.

The 5-Star Bonus

Team members who maintain a perfect 5-Star rating over 50+ reviews are eligible for performance bonuses and accelerated promotion tracks.

YOUR LOGO

PART III

BOOKKEEPING

Accurate financial records are essential for business health. This section covers invoicing, payment processing, bill management, and financial reporting protocols.

INVOICING
Creation & Sending

PAYMENTS
Receiving & Recording

ACCOUNTS PAYABLE
Bill Management

REPORTING
Financial Health

INVOICING PROCEDURES

Creating Invoices

Invoicing is the critical link between operations and revenue. All jobs must be invoiced immediately upon completion using Housecall Pro (or equivalent CRM) to ensure accurate financial tracking and prompt payment.

The Process

- **Convert Job:** Once the job is marked complete by the truck team, convert the scheduled job into an invoice.
- **Verify Details:** Check line items, labor hours, and disposal fees against the work order notes.
- **Apply Discounts:** Ensure any promised discounts (military, senior, coupons) are correctly applied.
- **Send:** Email and text the invoice to the customer immediately, even if payment was collected on-site.

Verification is Key

Before finalizing an invoice, verify the pricing matches the quote given on-site. Discrepancies cause customer disputes and delay payment. If the final price differs from the quote, ensure there are clear notes explaining why (e.g., customer added items).

Payment Terms & Policies

Clear payment terms maintain healthy cash flow. Policies differ slightly between residential and commercial clients.

Residential Clients

Due on Receipt. Payment is expected immediately upon job completion. Truck teams process these payments on-site. Invoices sent from the office act as receipts.

Commercial Accounts

NET 30 Terms. Approved commercial partners (property managers, contractors) may be billed. Ensure the "Due Date" is set to 30 days from the invoice date.

Payment Methods

We accept Credit Cards (Visa, MC, Amex, Discover), Checks, and Cash. Ensure credit card processing fees (approx 3%) are accounted for in overhead calculations.

Late Payments

For NET 30 accounts, automated reminders should be set in the CRM to notify customers at 3 days before due, on due date, and 3, 7, and 15 days past due.

Accepting Payments

Collecting payment correctly is the final critical step of the job. Ensure accuracy and security for every transaction type.

Credit & Debit Cards

The primary method of payment. Process directly through your field service app on your tablet.

- Enter the exact amount from the invoice.
- Insert, swipe, or key in card details.
- Ensure "Approved" message appears before leaving.
- Email or text the receipt immediately.

Checks

Acceptable from established commercial clients and verified residential customers. Verify the following:

- Correct Date (no post-dating).
- Made out to "[YOUR COMPANY NAME]".
- Numeric and written amounts match.
- Signed by the account holder.

Cash Payments

Count cash aloud in front of the customer to verify the amount. Place immediately into the secure truck money bag.

Processing & Security

Accurate logging ensures team members get paid correctly and books stay balanced.

System Entry

Every payment must be logged in the CRM to close the job. Never leave a job ticket "Open" if payment was collected.

Recording Tips

If a customer adds a tip to a card or check, record it in the dedicated "Tip" field. Do not lump it into the job total revenue, or it will affect commission calculations.

Declined Cards

If a card declines, politely ask for another form of payment. Do not leave the site until payment is secured unless authorized by management.

Cash & Check Security

Money Bag: All physical payments go into the locked bag immediately.

Daily Drop: At the end of the shift, the money bag contents must be reconciled and dropped in the office safe or night drop.

PART III

OFFICE OPERATIONS

> The administrative backbone of your business. This section details procedures for Booking, Bookkeeping, Human Resources, Dispatch, and Sales & Marketing to ensure smooth daily operations.

BOOKING
Phones & Scripts

FINANCIALS
Bookkeeping & P&L

HR & TEAM
Hiring & Compliance

MARKETING
Sales & Dispatch

RECONCILING BANK ACCOUNTS

Maintaining Financial Truth

Reconciliation is the process of ensuring that your business's financial records (in QuickBooks) match the reality of what actually happened in your bank account. It is the only way to accurately catch accounting errors, missed payments, and potential fraud.

The Rhythm

Consistency keeps the workload manageable.

- **Daily:** Match incoming deposits from Service Raider/Housecall Pro to bank feeds in QuickBooks.
- **Weekly:** Review any uncleared transactions or checks.
- **Monthly:** Perform the formal "Reconcile" function in QuickBooks using the official bank statement ending balance.

Verification Steps

- Verify beginning balance matches last month's ending balance.
- Verify ending balance matches the bank statement exactly.
- Ensure all "Money Out" and "Money In" totals align.

Resolving Discrepancies

Bank Feeds

Connect your business bank accounts and credit cards directly to QuickBooks Online. This downloads transactions automatically, reducing data entry errors significantly.

Common Issues

If balances don't match, look for:

- Merchant fees deducted from deposits before they hit the bank.
- Duplicate entries (one manual, one from bank feed).
- Checks that were written but haven't cleared yet.

The Goal: Zero Difference

When clicking "Finish Now" in QuickBooks, the difference must be $0.00. Never use the "Auto Adjustment" feature to force a balance—this creates messy accounting records.

Fraud Prevention: Regular reconciliation is your primary defense against unauthorized charges or employee theft. Spot odd transactions early.

Managing Collections

While most residential jobs pay upon completion, commercial accounts often operate on NET30 terms. Diligent Accounts Receivable (AR) management is crucial for healthy cash flow.

The Aging Report

The Bookkeeper must review the A/R Aging Summary in QuickBooks weekly (typically Fridays). This report categorizes unpaid invoices by days past due: 0-30, 31-60, 61-90, and 90+.

Stop Work Orders

If a client exceeds 45 days past due without a payment plan, all future services should be paused immediately. Sales and Dispatch must be notified to prevent booking new jobs for delinquent accounts.

Follow-Up Cadence

Consistent, professional follow-up is the key to getting paid. Stick to a strict schedule.

5 Days Past Due

Send a friendly reminder email attaching the original invoice. "Just a friendly reminder that invoice #1234 was due on [Date]."

30 Days Past Due

Phone call required. Speak to the accounts payable contact directly. Follow up with a firm email summarizing the conversation.

60 Days Past Due

Send a formal demand letter. Indicate that the account will be sent to collections if payment is not received within 10 days.

Documentation

Log every interaction in the CRM notes: who you spoke to, the date/time, and their promise to pay. This documentation is essential if the debt must be turned over to a collections agency.

FINANCIAL REPORTS

> Regular analysis of financial statements is crucial for understanding business health, managing cash flow, and making informed strategic decisions.

DAILY TRUCK P&L

The granular view of daily operations. Tracks revenue against direct costs (fuel, disposal, labor) for each truck/team.

- Validates pricing accuracy per job
- Highlights disposal fee anomalies
- Tracks crew efficiency and profitability

BALANCE SHEET

Snapshot of the company's financial position at a single point in time.

- **Assets:** Cash, accounts receivable, equipment
- **Liabilities:** Accounts payable, loans, debt
- **Equity:** Owner's investment and retained earnings

PROFIT & LOSS (P&L)

Summary of revenues, costs, and expenses over a specific period (monthly/quarterly).

- **Gross Profit:** Revenue minus Cost of Goods Sold
- **Net Income:** Bottom line after all expenses
- Compare actuals vs. budget targets

KPI TRACKING

Key Performance Indicators monitored weekly to ensure operational efficiency.

LABOR %	DISPOSAL %
Target < 30%	**Target < 12%**

CHART OF ACCOUNTS

Revenue & Cost of Goods

A clean Chart of Accounts (COA) is essential for tracking gross profit margins accurately. We separate direct job costs (COGS) from general overhead expenses.

4000 - Revenue

Income generated directly from services. Keep it simple.

4000	Service Income (Junk Removal)
4100	Recycling Income (Scrap Metal)
4200	Surcharges (TVs, Tires, Etc.)

5000 - COGS

Cost of Goods Sold. Expenses that only happen when a job happens.

5000	Disposal Fees (Landfill/Transfer)
5100	Field Labor (Truck Teams)
5200	Fuel (Trucks Only)
5300	Vehicle Repairs & Maint.
5400	Merchant Processing Fees

Why Separation Matters

By isolating COGS, we can calculate **Gross Profit** per truck. This is the primary metric for truck team performance.

Operating Expenses (OpEx)

Fixed costs and overhead required to run the business, regardless of job volume.

6000 - Advertising

6010	Google Ads / PPC
6020	Social Media Ads
6030	Print / Materials

6100 - General Admin

6110	Software (Housecall, QuickBooks)
6120	Office Rent & Utilities
6130	Insurance (GL, Auto, Work Comp)
6140	Office Supplies

6200 - Payroll (Admin)

6210	Office Salaries (Dispatch/Bookkeeper)
6220	Payroll Taxes

Assets & Liabilities

1500	Fixed Assets (Trucks, Dumpsters)
2500	Long Term Liabilities (Truck Loans)

RECORDING PAYMENTS

Payment Methods

Accurate recording of payments is vital for financial health and customer trust. All payments must be logged in the system immediately upon receipt.

Credit Cards

The preferred method. Process directly through the company CRM / Housecall Pro mobile app. Ensure card details are entered correctly and the transaction is approved before leaving the site. Send a digital receipt immediately.

Checks

Verify check date, amount, and signature. Record the check number in the payment notes. Checks must be endorsed immediately and stored in the locked money bag. Do not accept post-dated checks.

Cash

Count cash in front of the customer to verify amount. Provide a written or digital receipt immediately. Cash must be placed in the designated money bag and dropped in the office safe at end of shift.

Reconciliation & Protocols

Financial integrity relies on daily verification. These steps ensure that what is recorded in the field matches what hits the bank.

Invoice Matching

Every payment must be linked to a specific job invoice. Never record a "general payment" without assigning it to a customer work order number.

Digital Wallets

Payments via Venmo, CashApp, or Zelle should only be accepted if using authorized company business accounts. Personal employee accounts must NEVER be used for company revenue.

Daily Reconciliation

At the end of each day, the Bookkeeper matches the total cash/checks in the drop box and credit card batch totals against the "Payments Received" report in the CRM system.

Security Protocol

Any discrepancy in cash or check totals must be reported immediately. Money bags are to be kept secure in the truck cab while on route and never left unattended.

Entering Bills & Expenses

Accurate bookkeeping requires disciplined entry of all vendor bills and receipts. Every expense must be recorded to maintain a true picture of company profitability.

Entering Bills

Vendor bills, disposal fees, and maintenance invoices must be entered into QuickBooks immediately upon receipt. Verify invoice details against purchase orders or job logs before entry.

Vendor Management

Maintain up-to-date W-9 forms for all 1099 vendors and current Certificates of Insurance (COI) for all subcontractors. No payments should be released without these documents on file.

Expense Tracking

Properly categorize expenses as Cost of Goods Sold (COGS) vs. Operational Expenses. Disposal fees and field labor are COGS; office supplies and marketing are Expenses.

Payment Protocols

Cash flow is king. Our payment procedures are designed to maximize cash retention while maintaining excellent vendor relationships.

Payment Schedule

Bills are paid on a weekly batch schedule (typically Thursdays). This simplifies cash flow planning and reduces administrative time spent on individual check runs.

Approval Workflows

All bills over $500 require specific management approval before payment. Invoices must be matched to a job or purchase request to verify validity.

Receipt Verification

Fuel receipts and disposal tickets collected from truck teams must be reconciled against monthly statements from vendors before paying the statement balance.

Payment Methods

Prioritize corporate credit cards for points/rewards on fuel and disposal. Use checks or ACH for vendors where card fees are prohibitive.

The Onboarding Process

Effective onboarding sets the tone for employment. It ensures compliance, establishes expectations, and prepares the team member for success from day one.

Paperwork & Compliance

Day one priority: Complete I-9 Employment Eligibility (with proper ID verification), W-4 Tax Withholding, and ensure the employee signs the Employee Handbook acknowledgment form.

Welcome Packet

Provide the new team member with uniforms (shirts, hats), PPE (gloves, safety glasses, vest), and assign their login credentials for software and training portals immediately.

Orientation

Conduct a formal orientation meeting to review company history, the "Why," core values, and the zero-tolerance policies outlined in the handbook.

Training Schedule

Do not rush training. A well-trained employee is safer, more efficient, and generates better reviews. The first two weeks are critical.

Safety First

Review the Safety section of this manual extensively. Cover lifting techniques, hazard identification, and truck safety before they ever touch a piece of junk.

Software Mastery

Hands-on training with your field service software. Practice clocking in, viewing jobs, adding items to invoices, and processing payments correctly.

Ride-Along Shadowing

The "Third Seat" phase. The trainee observes a Team Leader/Navigator crew for 1-2 weeks. They assist with labor but do not lead operations until certified.

Culture & Service

Emphasize the 5-Star review culture. Teach the greeting script, how to ask for reviews, and the "sweep up" finishing touch.

Managing Receivables

Accounts Receivable (AR) consists of money owed to the company by commercial clients and partners for work already completed. Since most residential jobs pay upon completion, AR management focuses on maintaining cash flow from business accounts.

The Cash Flow Rule

Unpaid invoices are essentially interest-free loans to customers. Effective AR management ensures that the company has the liquidity needed for payroll, fuel, and growth.

Aging Reports

The Accounts Receivable Aging Report categorizes unpaid invoices by duration (1-30, 31-60, 61-90, 90+ days). This report must be reviewed weekly to identify problem accounts early.

The Personal Touch

Often, a late payment is simply an oversight. Maintaining a polite, professional relationship during collections helps get paid faster without burning bridges.

Collection Procedures

Follow a structured timeline for following up on unpaid invoices. Consistency teaches clients that you expect timely payment.

5 Days Past Due

Send a polite email reminder attaching the original invoice. "Just a friendly note that invoice #1234 was due on [Date]. Please let us know if you need another copy."

30 Days Past Due

Call the accounting contact directly. Follow up the call with an email summary. Verify receipt of the invoice and ask specifically when payment can be expected.

60 Days Past Due

Send a formal "Past Due" notice. Place the account on "Credit Hold" - no new jobs can be booked until the balance is brought current.

90+ Days Past Due

Final Demand Letter. If significant, initiate small claims or collections. If minor, write off as bad debt and mark customer as "Do Not Service."

Dispatch Operations

Dispatch is the "air traffic control" of the business. Effective dispatch maximizes truck revenue by optimizing routes and filling schedule gaps.

Route Optimization

Utilize tools like Waze or Google Maps to plan efficient routes. Group jobs geographically (zoning) to reduce windshield time and fuel costs.

Real-Time Adjustments

Monitor job progress closely. Be ready to reroute trucks if a job finishes early or runs late. Coordinate cross-truck help for large jobs.

Communication

Maintain constant contact with crews via radio/text. Track landfill hours to ensure crews can dump before closing. Update customers if arrival times change.

Sales & Marketing Channels

A diversified marketing strategy ensures consistent lead flow. Don't rely on a single source.

Website & SEO

Your 24/7 salesperson. Ensure mobile responsiveness, fast load times, and clear service pages. Focus on local SEO and Google Business Profile reviews.

Google Ads (PPC)

High-intent leads. Manage campaigns carefully: target specific keywords, use negative keywords to filter bad traffic, and track Quality Scores to lower costs.

Networking

Build referral partnerships with Realtors, Professional Organizers, and Property Managers. Join groups like BNI for consistent local referrals.

Social Media

Showcase work with before/after photos and video content. Engage with the community on Facebook, Instagram, and TikTok to build brand awareness.

CHART OF ACCOUNTS

Financial Structure

A standardized Chart of Accounts is critical for accurate financial reporting, tax preparation, and business analysis. Consistent categorization allows for effective tracking of profitability.

Revenue (Income)

Accounts tracking all money coming into the business from operations.

- **4000 - Service Income:** Junk Removal Jobs
- **4100 - Demolition Income:** Demo specific projects
- **4200 - Recycling Income:** Scrap metal payouts
- **4300 - Labor Revenue:** Hourly labor charges

Cost of Goods Sold (COGS)

Direct costs variable to the volume of work performed.

- **5000 - Disposal Fees:** Landfill & Transfer Stations
- **5100 - Field Labor:** Truck Team Payroll
- **5200 - Fuel Expense:** Truck Diesel/Gas
- **5300 - Vehicle Repairs:** Tires, Maintenance, Towing
- **5400 - Merchant Fees:** Credit Card Processing (1%)

Overhead & Balance Sheet

Fixed costs and asset tracking categories.

Operating Expenses

- **6000 - Advertising:** Google Ads, SEO, Print (Target 15%)
- **6100 - Insurance:** General Liability, Auto, Workers Comp
- **6200 - Rent & Utilities:** Office/Warehouse Lease, Power, Internet
- **6300 - Software:** HousecallPro, QuickBooks, GoHighLevel
- **6400 - Supplies:** Uniforms, PPE, Tools, Office Supplies
- **6500 - Professional Fees:** Legal, Accounting

Assets

- **1000 - Checking Account:** Operating Cash
- **1100 - Accounts Receivable:** Unpaid Invoices
- **1500 - Fixed Assets:** Trucks, Dumpsters, Heavy Equipment

Liabilities

- **2000 - Accounts Payable:** Bills owed to vendors
- **2100 - Truck Loans:** Notes payable on vehicles
- **2200 - Credit Cards:** Corporate card balances
- **2300 - Payroll Liabilities:** Withheld taxes

RESOURCES

APPENDICES

This section contains essential forms, printable checklists, and operational templates referenced throughout the manual. These resources are designed to ensure consistency and accountability in daily operations.

CHECKLISTS
Daily & Job Forms

FINANCIALS
P&L & Trackers

HR FORMS
Hiring & Discipline

TEMPLATES
Offer Letters & Ads

Attracting Talent

Building a high-performing team starts with a rigorous hiring process. We do not just hire "lifters"; we hire professionals who can represent the brand.

Job Postings

Use clear, honest descriptions on platforms like Indeed, Craigslist, and local social media. Highlight key requirements upfront: ability to lift 100+ lbs, clean driving record, and availability for weekend rotations. Be transparent about the physical nature of the work.

Initial Screening

Review applications for stability, valid driver's licenses, and proximity to the office. Conduct a brief phone screen to assess communication skills ("soft skills") before scheduling an in-person interview.

The Interview

Assess attitude over aptitude. Skills can be trained; character cannot. Test for punctuality (did they arrive on time?) and professionalism. Ask behavioral questions to gauge how they handle stress and teamwork.

Verification Standards

We enter customers' homes daily. Trust is our product. Thorough vetting is non-negotiable for liability and safety.

Reference Checks

Call previous employers. Verify dates of employment and ask the critical question: "Would you rehire this person?"

Background Checks

Mandatory for all employees. Screen for history of theft, violence, or other red flags that compromise customer safety.

Driving Record (MVR)

Essential for Team Leaders. A clean Motor Vehicle Record is required to be added to company insurance.

The Offer Letter

Formalize terms, pay rate, and start date in writing. Ensure all expectations are clear before Day 1.

Critical Requirement

Never allow an employee to start working or enter a customer's home until the background check has fully cleared.

Day One: Onboarding

A structured onboarding process sets the tone for employment. New hires must complete all administrative requirements before beginning field training.

Required Paperwork

- **I-9 Verification:** Verify employment eligibility (Passport or DL + SS Card).
- **W-4 Form:** Complete federal tax withholding certificate.
- **State Tax Forms:** Complete applicable state withholding forms.
- **Employee Agreement:** Sign contract outlining role, pay, and policies.
- **Direct Deposit:** Collect voided check or bank authorization form.

Orientation Essentials

- **Employee Handbook:** Distribute and require signature of acknowledgement.
- **Uniforms:** Issue shirts, hats, and PPE. Explain grooming standards.
- **Facility Tour:** Show parking, break areas, restrooms, and emergency exits.
- **App Setup:** Install WhatsApp, HousecallPro, and Trainual on personal device.

The First Week

The first week combines classroom learning with hands-on field experience. The goal is safety certification and culture immersion.

Digital Training (Trainual)

New hires must complete online modules covering company history, core values, software usage, and basic safety protocols before getting on a truck.

Safety Certification

Mandatory training on lifting mechanics (100+ lbs), PPE usage, hazardous materials identification, and truck safety. Zero tolerance for safety skips.

Ride-Along (Shadowing)

Trainees act as a third person on a truck team. They observe the Team Leader and Navigator, assisting with basic tasks like carrying light items and sweeping.

Driver Training (TL Track)

For potential drivers: DOT physical confirmation, driving record check, and parking lot maneuvers with the dump truck before road testing.

End of Week Review

Friday performance review with management to assess culture fit, work ethic, and safety comprehension. Go/No-Go decision for week 2.

COMPLIANCE & BENEFITS

Operational Compliance

Maintaining strict adherence to labor laws and safety regulations protects both the team and the company. Consistency in scheduling and discipline is key to a professional environment.

Legal & Safety Compliance

We adhere to all OSHA safety requirements, DOT regulations for commercial drivers, and fair labor laws. Safety is non-negotiable, and compliance is mandatory for employment.

Weekly Work Schedule

To promote work-life balance, we utilize a 4-day work week structure for full-time crews. Schedules are posted weekly, ensuring adequate coverage for peak demand.

Attendance Policy

Reliability is crucial. We use a formal point system for tracking tardiness and absences. No-call/no-show incidents result in immediate disciplinary review.

Benefits & Perks

We believe in rewarding hard work. Our compensation package extends beyond the hourly wage to support our team's well-being.

Employee Perks

Includes paid lunches for eligible crews, performance bonuses for 5-star reviews, and a structured tip-sharing program.

Paid Time Off (PTO)

Request procedures require 2-week advance notice. Approvals are subject to coverage availability. Blackout dates apply during peak seasons.

Health Insurance

Health coverage options are available for eligible full-time employees after completing the qualifying probationary period.

Company Culture

We foster a culture of respect, teamwork, and growth. Monthly team events and open-door policies ensure every voice is heard.

LEAD ATTRIBUTION TRACKING

Tracking ROI & Effectiveness

Marketing without measurement is gambling. Lead attribution allows us to identify exactly which channels are generating profitable jobs and which are wasting budget. This data drives our spending decisions.

The Importance of Attribution

Every lead must be tagged with a source (e.g., Google Ads, Referral, Truck Signage). This allows us to calculate the Return on Ad Spend (ROAS) and focus our budget on high-performing channels rather than guessing.

Customer Acquisition Cost (CAC)

Understanding your CAC by channel is critical. A $50 lead from Google Ads might close at 20%, while a $0 referral lead closes at 80%. We track these metrics to ensure profitability across all marketing efforts.

Goal: Data-Driven Decisions

We do not make marketing decisions based on feelings. We look at the data: cost per lead, conversion rate, and average job value per channel to optimize our strategy weekly.

What We Track

Beyond just "clicks" and "calls," we track specific activities that lead to revenue. These leading indicators predict future growth.

Commercial Drop-Ins

Tracking physical visits to property managers and contractors. Face-to-face interaction has a higher conversion rate for recurring commercial work.

Video Testimonials

Video reviews build trust faster than text. We track how many video testimonials each team member collects, as these are powerful marketing assets.

Referrals & Reviews

Tracking the source of referrals helps us reward partners. Monitoring review volume per truck helps us identify our best brand ambassadors.

KEY METRIC
Business Cards Collected

KEY METRIC
Meetings Booked

KEY METRIC
Review Mentions

KEY METRIC
Referral Source

RESOURCES

APPENDICES & FORMS

This section contains all essential forms, checklists, templates, and tracking documents referenced throughout this manual. Use these resources to maintain operational standards and accountability.

DAILY CHECKLISTS
Figures 1 & 2

FINANCIAL FORMS
P&L & Tips (Figs 3, 7)

HR DOCUMENTS
Hiring & Discipline (Figs 4-6)

OPS TRACKERS
Dispatch Logs

INDEX OF FORMS & RESOURCES

Operational Forms

Essential checklists and tracking sheets for daily operations.

Figure 1: Beginning of Day Checklist — Page 120
Daily vehicle/equipment readiness verification.

Figure 2: End of Day Checklist — Page 121
Closing procedures and vehicle wrap-up protocol.

Figure 3: On-the-Job Checklist — Page 122
Step-by-step protocol for service execution.

Figure 4: Daily Truck P&L — Page 123
Daily profit and loss calculation sheet.

Figure 5: Tip Tracker — Page 124
Log for recording gratuities and extra earnings.

Dispatch & HR Forms

Administrative templates and coordination logs.

Figure 6: Dispatch Daily Tracker — Page 125
Coordination log for truck locations and jobs.

Figure 7: Sample Job Listing — Page 126
Templates for recruiting advertisements.

Figure 8: Employee Offer Letter — Page 127
Standard employment agreement template.

Figure 9: Employee Tardiness Form — Page 128
Documentation for attendance violations.

Software References

- Housecall Pro (Booking/CRM)
- GoHighLevel (Marketing)
- QuickBooks (Accounting)

FIGURE 1: BEGINNING OF DAY CHECKLIST

DATE	TRUCK #	TEAM LEADER	NAVIGATOR

Vehicle Inspection

- [ ] Check Mileage (Record in log)
- [ ] Tire Pressure (Verify 75-95 PSI)
- [ ] 360° Walk-Around (Check for body damage)
- [ ] Under Truck Check (Leaks/Obstructions)
- [ ] Under Hood Check (Oil, Coolant, Washer Fluid)
- [ ] Fuel Level (Full tank to start)

Lights & Safety Systems

- [ ] Headlights (High & Low Beams)
- [ ] Turn Signals (Front & Rear)
- [ ] Brake Lights
- [ ] Reverse Lights & Alarm
- [ ] Emergency Flashers
- [ ] Horn Function
- [ ] Windshield Wipers

Cab Cleanliness

- [ ] Remove Trash
- [ ] Dash & Cup Holders Clean
- [ ] Floor Mats Clean

Operations & Admin

- [ ] Clock In (App or System)
- [ ] Review Schedule & Route
- [ ] Tablet/Phone Charged
- [ ] Credit Card Reader
- [ ] Fuel Card Verified
- [ ] Marketing Materials (Flyers/Cards)

Tools & Equipment Inventory

- [ ] Shovels (2) & Brooms (2)
- [ ] Heavy Duty Rake
- [ ] Dollies (Appliance & 4-Wheel)
- [ ] Tarp & Bungee Cords
- [ ] Tool Kit (Drill, bits, wrenches)
- [ ] Sledgehammer & Pry Bar
- [ ] Sawzall & Extra Blades
- [ ] Extension Cord

Supplies & Safety

- [ ] Trash Bags (Full Roll)
- [ ] Work Gloves (4 Pairs Minimum)
- [ ] Boot Covers

FIGURE 2: END OF DAY CHECKLIST

Shift Information

DATE

TRUCK NUMBER

TEAM MEMBERS

Truck & Equipment

- [ ] **Clean Truck Cab**
  Remove trash, vacuum floor/seats, wipe hard surfaces (dash/doors). DO NOT polish steering wheel.
- [ ] **Organize PPE & Uniforms**
  Stack gloves and boot covers neatly. Discard damaged items.
- [ ] **Supply Check**
  Verify at least 1 full roll of trash bags and 4 pairs of gloves. Restock if low.
- [ ] **Tool Inventory (Touch Every Item)**
  Physically verify presence of all tools in cab and toolbox.
- [ ] **Equipment Condition Check**
  Note any broken or missing tools below.

MISSING/BROKEN ITEMS NOTES:

Admin & Closing

- [ ] **Verify Invoices & Payments**
  Review all jobs. Ensure payment methods match recorded totals.
- [ ] **Secure Cash & Checks**
  Place all physical payments in the drop box/safe immediately.
- [ ] **Calculate Daily P&L**
  Complete the Daily Truck Profit & Loss form accurately.
- [ ] **Complete Tip Tracker**
  Record all credit card and check tips on the Tip Tracker form.
- [ ] **File Receipts**
  File fuel, disposal, and donation receipts in appropriate folders. Check donation details.
- [ ] **Park & Secure Truck**
  Use ground guide to park. Ensure windows up/doors locked.
- [ ] **Equipment Storage**
  Return card reader/fuel card. Plug in tablet for charging. Hang keys.
- [ ] **Clock Out**
  Ensure all team members are clocked out in timekeeping system.

TEAM LEADER SIGNATURE

NAVIGATOR SIGNATURE

APPENDIX

FIGURE 3: ON-THE-JOB CHECKLIST

DATE _____ TRUCK # _____

CUSTOMER NAME _____

TEAM MEMBERS _____

Phase 1: Arrival & Setup

- [ ] **1. Review Job Notes**
  Confirm items, tools needed, and special instructions.
- [ ] **2. Courtesy Call**
  Call 15-30 mins prior. Verify arrival window.
- [ ] **3. Arrive On Time**
  Within scheduled window. Never early without permission.
- [ ] **4. Ground Guide**
  Navigator spots driver while backing in.
- [ ] **5. Professional Greeting**
  Introduce team, smile, set positive tone.
- [ ] **6. Boot Covers**
  Apply before entering home (unless demo/carpet removal).
- [ ] **7. Firm Quote**
  Walkthrough, confirm price upfront. No obligation.

Phase 2: Execution

- [ ] **8. Safe Loading**
  Pack efficiently. Protect property. Don't throw items.
- [ ] **9. Tidy Up**
  Sweep, rake, use magnet for nails. Leave it cleaner.
- [ ] **10. Final Walkthrough**
  Verify all items removed with customer.
- [ ] **11. Upsell Opportunity**
  Ask "Is there anything else we can take today?"

Phase 3: Completion

- [ ] **12. Collect Payment**
  Process payment on-site. Record tips.
- [ ] **13. Request Review**
  Ask for 5-star review while on site. Send link.
- [ ] **14. End of Job Photo**
  Take photo of loaded truck/empty space. Upload.
- [ ] **15. Secure Load**
  Tarp if necessary. Ensure load is safe for transport.
- [ ] **16. Tool Inventory**
  Ensure all tools/supplies returned to truck.
- [ ] **17. Call Dispatch**
  Update status. Confirm next destination.

TEAM LEADER INITIALS _____ COMPLETION TIME _____

Remember: The job isn't done until the review is requested.

YOUR LOGO

FIGURE 4: DAILY TRUCK P&L

DATE	TRUCK #	TEAM LEADER	NAVIGATOR

Complete this form at the end of every shift to calculate daily profitability.

INCOME — GROSS REVENUE

Job 1 Revenue	$
Job 2 Revenue	$
Job 3 Revenue	$
Job 4 Revenue	$
Job 5 Revenue	$
Job 6 Revenue	$
Job 7 Revenue	$
Job 8 Revenue	$
Extra Charges / Labor	$
TOTAL DAILY INCOME (A)	**$**

EXPENSES — DAILY COSTS

Payroll *Total hours worked x $30/hr*	$
Fuel *Total receipts for today*	$
Disposal Fees *Sum of all dump tickets*	$
Vehicle Repairs *Tires, parts, towing, maintenance*	$
Credit Card Fees *Total CC Income (A) x 0.01*	$
Advertising Allocation *Total Income (A) x 0.15*	$
Other Expenses / Overhead *Total Income (A) x 0.20*	$
Supplies / Misc *Gloves, bags, tools bought today*	$
TOTAL DAILY EXPENSES (B)	**$**

NET DAILY PROFIT

Total Income (A) - Total Expenses (B)

$ _____

WEEKLY TIP TRACKER

Week Ending: Truck #:

DATE	JOB #	CUSTOMER NAME	SERVICE TYPE	METHOD	TEAM MEMBER(S)	TIP AMOUNT
						$
						$
						$
						$
						$
						$
						$
						$
						$
						$
						$
						$
						$
						$
						$
					TOTAL TIPS COLLECTED:	**$**

Distribution Breakdown

Total Cash Tips: _____

Total Credit Card Tips: _____

Total Check/Other Tips: _____

Team Split

Team Member 1: _____

Team Member 2: _____

Team Member 3: _____

Team Leader Signature | Manager Verified Signature | Date Verified

FIGURE 6: DISPATCH DAILY TRACKER

DATE: _____ **DISPATCHER NAME:** _____ **TOTAL JOBS SCHEDULED:** _____

TIME	TRUCK	TEAM	JOB ADDRESS / CUSTOMER	SERVICE	EST. DUR.	STATUS	NOTES

DISPATCHER SIGNATURE: _____

FIGURE 7: JOB LISTING

Position Overview

Use this template for postings on Indeed, Craigslist, or Facebook. Customize the bracketed text.

JOB TITLE

Junk Removal Specialist / Driver

Alternative: Crew Member, General Labor

Pay Range

$18 - $25 / Hour

Plus Tips, Bonuses, and Keep/Finds!

COMPANY OVERVIEW

"[YOUR COMPANY NAME] is the area's highest-rated junk removal service. We help residential and commercial clients reclaim their space with 5-star service. We work hard, have fun, and pay well."

HOW TO APPLY

Call or Text: [YOUR PHONE NUMBER]
Email: [YOUR EMAIL]

Include your name, experience, and availability.

Listing Content

JOB RESPONSIBILITIES

- ✓ Safely operate company trucks (No CDL required).
- ✓ Lift, carry, and load junk, furniture, and appliances.
- ✓ Provide 5-star customer service and communicate professionally.
- ✓ Process payments and maintain a clean truck/workspace.

REQUIREMENTS

- ✓ Valid Driver's License with clean record.
- ✓ Ability to lift 75+ lbs consistently.
- ✓ Reliable transportation to [OFFICE LOCATION].
- ✓ Positive attitude and team player mentality.

WHY WORK WITH US? (BENEFITS)

- ★ **Great Pay:** Competitive hourly rate + tips.
- ★ **Flexible Schedule:** Full-time and part-time shifts.
- ★ **Keep What You Find:** Opportunity to keep select items.
- ★ **Growth:** We promote from within to Team Leader/Manager.

[YOUR COMPANY NAME] is an equal opportunity employer.

FIGURE 8: OFFER LETTER

YOUR COMPANY NAME

OFFER OF EMPLOYMENT

DATE: _____

CANDIDATE NAME: _____

Dear [Candidate Name],

We are pleased to offer you the position of **[Position Title]** at **[Company Name]**. We believe your skills and experience will be an asset to our team.

POSITION DETAILS

START DATE

_____

PAY RATE

$ _____ per hour / salary

PAY FREQUENCY

Weekly / Bi-Weekly

SUPERVISOR

_____

SCHEDULE / HOURS

_____

JOB RESPONSIBILITIES

- Safely operate company vehicles and equipment.
- Perform efficient removal of junk and debris from client properties.
- Provide 5-star customer service and maintain professional appearance.
- Complete daily checklists and operational logs accurately.

BENEFITS OVERVIEW

- Tips and performance bonuses (as applicable).

FIGURE 9: TARDINESS FORM

Attendance Policy

Timeliness is critical in junk removal operations. Late arrivals delay truck routes, negatively impact customer service windows, and place an unfair burden on other team members.

WHY IT MATTERS

Every minute a truck is delayed in the morning can result in 10-15 minutes of delay later in the day due to traffic and landfill queues. Reliability is a core requirement of this position.

PROGRESSIVE DISCIPLINE

Disciplinary actions typically follow these steps, though serious infractions may accelerate the process.

1. **Verbal Warning**
   First offense (Documented)
2. **Written Warning**
   Second offense within 90 days
3. **Final Warning / Suspension**
   Third offense. Review for termination.
4. **Termination**
   Continued failure to meet standards.

Employee Tardiness Notice

CONFIDENTIAL

EMPLOYEE NAME _____ **DATE** _____

TIME SCHEDULED _____ **ACTUAL ARRIVAL** _____ **MINUTES LATE** _____

REASON FOR TARDINESS (EMPLOYEE STATEMENT)

MANAGER NOTES / IMPACT ON OPERATIONS

ACTION TAKEN (CHECK ONE)

- ☐ **Verbal Warning** (Documented for file)
- ☐ **Written Warning** (Formal corrective action)
- ☐ **Final Warning** (Job jeopardy)
- ☐ **Termination**

EMPLOYEE SIGNATURE _____ **MANAGER SIGNATURE** _____

I acknowledge receipt of this notice.



EMPLOYEE HANDBOOK

Version 1.0 – 2026 Industry Edition

(Home Service / Junk Removal Businesses)

[YOUR COMPANY NAME]

INTERNAL DOCUMENT

OPERATIONS MANUAL | APPENDIX SECTION

1.1 Welcome

> **Welcome, and thank you for joining our team.**

Our employees are the foundation of our success. The company is committed to maintaining a workplace that values professionalism, safety, respect, and accountability.

This handbook is intended to help employees understand company policies, expectations, and workplace standards. All employees are expected to review and comply with the policies outlined in this handbook.

Our Commitment

We strive to create an environment where every team member can thrive, contribute to our shared goals, and build a rewarding career in the service industry.

1.2 Employee Handbook

This Employee Handbook ("Handbook") summarizes important policies, procedures, and employee benefits. It is intended to provide general guidelines for employees and management.

Scope & Application

- Applies to all employees of the company
- Provides general guidelines for conduct
- Outlines benefits and procedures
- Serves as a reference for daily operations

Important Notice

The handbook does not constitute an employment contract and does not guarantee employment for any specific duration.

The company reserves the right to interpret, modify, suspend, or eliminate any policy contained in this handbook as business needs or legal requirements change.

1.3 Changes in Policy

Business conditions, legal requirements, and operational needs may require changes to company policies over time.

Accordingly, the company reserves the right to revise, modify, delete, or add policies at its discretion. Employees will be notified when significant policy changes occur to ensure everyone remains informed of current standards.

1.4 Employment-At-Will

Employment with the company is at-will, meaning that either the employee or the company may terminate employment at any time, with or without cause or notice, subject to applicable law.

IMPORTANT NOTICE

Nothing in this handbook alters the at-will employment relationship. Only a written agreement signed by an authorized company executive may modify this status.

Section 2: Employment Policies

2.1 Employee Classifications

Employees are classified for payroll and administrative purposes as follows:

Exempt Employees

Exempt employees are those whose positions meet the salary and duties tests established under the Fair Labor Standards Act (FLSA) and applicable state law. These employees are typically salaried and are **not eligible** for overtime compensation.

Non-Exempt Employees

Non-exempt employees are eligible for overtime pay in accordance with federal and state wage and hour laws. They must track all hours worked and are compensated at one and one-half (1.5) times their regular hourly rate for hours worked in excess of 40 per workweek.

Note: Classification is determined based on job duties and legal standards, not solely on job title.

Employee Classifications

Employees are classified into specific categories for payroll and administrative purposes. Understanding your classification is essential for determining benefit eligibility and work schedules.

Full-Time Employees

Employees who are regularly scheduled to work 40 hours or more per workweek. Full-time employees may be eligible for standard company benefits.

Part-Time Employees

Employees who are regularly scheduled to work less than 40 hours per workweek. Part-time employees retain the same professional responsibilities but may have limited benefit eligibility.

Temporary Employees

Employees hired to supplement the regular workforce or to assist in the completion of a specific project. Employment is for a limited duration and does not guarantee transition to permanent status.

2.2 Equal Opportunity & ADA

The company is committed to providing equal employment opportunities to all employees and applicants. Employment decisions are made based on merit, qualifications, and business needs, without regard to any protected classification.

Protected Classifications:

- ✓ Race & Color
- ✓ Religion
- ✓ Sex & Pregnancy
- ✓ National Origin
- ✓ Age
- ✓ Disability
- ✓ Genetic Information
- ✓ Sexual Orientation
- ✓ Gender Identity
- ✓ Veteran Status
- ✓ Marital Status
- ✓ Any Other Protected Status

ADA Compliance

The company complies with the Americans with Disabilities Act (ADA) and applicable state laws. We are dedicated to ensuring equal access and will provide reasonable accommodations to qualified individuals with disabilities, provided such accommodations do not impose an undue hardship on business operations.

2.3 Confidentiality

During employment, employees may have access to confidential business information that is critical to our operations and competitive advantage. Employees must protect this information and may not disclose it without authorization. This obligation continues even after employment ends.

Confidential Information Includes:

- Customer names, contact details, and service history
- Pricing structures and quoting methodologies
- Operational procedures and training materials
- Financial data and revenue figures
- Vendor relationships and negotiated rates

Note: Employees may be required to sign a separate Non-Disclosure Agreement (NDA) as a condition of employment.

2.4 Employment of Minors

The company complies with all federal and state child labor laws regarding the employment of minors. We are committed to ensuring that work does not interfere with education or health.

Safety Restrictions

2.5 Employment of Relatives

While we value family, the employment of relatives can sometimes create conflicts of interest. The company permits the employment of qualified relatives of employees as long as such employment does not create actual or perceived conflicts.

Employment may be restricted in situations involving:

- Direct supervision or reporting relationships
- Payroll administration or auditing
- Oversight of workplace safety compliance
- Access to sensitive or confidential personnel information

Management reserves the right to evaluate potential conflicts on a case-by-case basis and take appropriate action, including reassignment or transfer, to resolve any issues.

2.6 Personnel Records

The company maintains a personnel record for each employee as required by law. These files contain essential employment documents, performance evaluations, and administrative data.

- **Company Property:** Personnel files remain the sole property of the company.
- **Access Rights:** Employees may request to review their own

2.7 Privacy

The company respects employee privacy but reserves the right to monitor business operations and company systems when necessary.

Employees should not expect privacy regarding:

- Company computers
- Company vehicles
- Company communication systems
- Workspaces located on company property

Monitoring may occur when necessary to ensure safety, legal compliance, or business operations.

2.8 Immigration Compliance

The company complies with the Immigration Reform and Control Act (IRCA). All employees must complete Form I-9 Employment Eligibility Verification and provide required documentation verifying identity and authorization to work in the United States.

2.9 Political Neutrality

Employees may engage in lawful political activities outside of work. However, employees must not represent personal political views as those of the company.

Political activities must not interfere with job responsibilities.

SECTION 3: HOURS OF WORK & PAYROLL

3.1 Pay Periods

Employees are paid on a regular payroll schedule as determined by the company. If a payday falls on a weekend or holiday, payment will typically occur on the preceding business day.

3.2 Overtime

Non-Exempt Employees

Non-exempt employees will be paid overtime at one and one-half (1.5) times their regular hourly rate for all hours worked in excess of 40 hours in a workweek, in accordance with the Fair Labor Standards Act (FLSA) and applicable state law.

Authorization Required:

Employees must obtain approval before working overtime when possible. However, all overtime worked must be compensated in accordance with applicable law.

Accurate Timekeeping

Accurate recording of time worked is the responsibility of every employee. Federal and state laws require the company to keep an accurate record of time worked in order to calculate employee pay and benefits.

3.3 - 3.6 Payroll Practices

3.3 Rest and Meal Periods

Rest and meal periods will be provided in accordance with applicable state and federal law. Where not mandated by law, the company may provide reasonable rest and meal periods depending on operational requirements to ensure crew safety and energy levels.

3.4 Payroll Deductions

The company will make legally required payroll deductions including:

- ✓ Federal & State income tax withholding
- ✓ Social Security & Medicare
- ✓ Court-ordered garnishments

Additional deductions may be made only with written employee authorization.

3.5 Wage Garnishment

The company complies with lawful wage garnishment orders issued by courts or government agencies. We are legally required to withhold funds as directed by such orders.

3.6 Direct Deposit

Employees may enroll in direct deposit to receive payroll electronically. This is the standard recommended method for timely and secure payment delivery.

Section 4: Standards of Conduct

We maintain high standards to ensure a safe, respectful, and productive workplace for all team members.

4.1 Anti-Harassment

The company prohibits harassment and discrimination in any form. Prohibited conduct includes behavior that creates an intimidating, hostile, or offensive work environment.

Reporting Policy: Employees who experience or witness harassment should report it immediately. Retaliation is strictly prohibited.

4.2 Attendance

Reliable attendance is essential to business operations. Employees are expected to report to work on time and notify their supervisor if they will be late or absent.

Job Abandonment:
Failure to report to work for three consecutive workdays without notice may be considered job abandonment and voluntary resignation.

4.3 Discipline

The company may impose discipline when appropriate. Actions may include verbal warnings, written warnings, suspension, or termination. Serious violations (theft, violence, gross negligence) may result in immediate termination.

Workplace Standards

4.4 Dress Code

Employees must maintain a professional appearance appropriate for a customer-facing service environment. Clothing should be clean, safe for physical work, and appropriate for the job.

- Uniforms must be clean and worn as intended.
- Closed-toe footwear is required for safety at all times.
- Personal grooming should be neat and professional.

4.5 Safety

Safety is a core priority. Employees must strictly follow established safety procedures and use appropriate protective equipment (PPE) such as gloves, eye protection, and proper footwear.

Reporting Requirement: Any unsafe conditions, near-misses, or injuries—no matter how minor—must be reported to management immediately.

4.6 Drug & Alcohol Policy

The company maintains a strict drug-free workplace to ensure the safety of our teams and customers.

- Employees may not possess or use illegal drugs at work.
- Reporting to work under the influence is

Operational Policies

4.7 Workplace Searches

To ensure safety, security, and compliance with company policies, the company reserves the right to inspect company property at any time.

Employees should have no expectation of privacy regarding:

- Company vehicles and equipment
- Company computers and digital systems
- Lockers or workspaces located on company property

Monitoring may occur to ensure safety standards and legal compliance.

4.8 Social Media Policy

Employees are expected to use social media responsibly.

- **Confidentiality:** Do not disclose customer information, pricing, or internal trade secrets online.
- **Professionalism:** Conduct yourself professionally when your online presence can be linked to the company.

Note: Nothing in this policy restricts employees from engaging in legally protected discussions regarding wages or working conditions.

4.9 Cell Phone Policy

Personal cell phone use should be limited to breaks and emergencies and must not interfere

5.0 Employee Benefits

The company provides specific benefits as required by applicable federal and state laws. These mandatory benefits form the foundation of our employee support structure.

Statutory Benefits

- **Workers' Compensation:** Insurance coverage for work-related injuries or illnesses.
- **Social Security:** Contributions made on your behalf for retirement and disability.
- **Unemployment Insurance:** Protection in the event of involuntary job loss.

Note: Additional discretionary benefits may be offered depending on position and tenure. Please consult management for current offerings.

6.0 Leaves of Absence

We recognize that employees may need time away from work for medical or personal reasons. Requests for leave are evaluated in accordance with federal and state regulations.

Leave Categories

Depending on company size and specific eligibility requirements, employees may qualify for protections under:

- **Family and Medical Leave Act (FMLA):** For eligible employees needing unpaid, job-protected leave for specified family and medical reasons.
- **Military Leave:** In accordance with

Handbook Acknowledgement

This page serves as a formal acknowledgement of the employment relationship and company policies. All employees are required to review and sign this section upon hiring.

EMPLOYEE CONFIRMATION

By signing below, I acknowledge and confirm that:

- I have received a copy of the Employee Handbook.
- I understand the policies, expectations, and workplace standards outlined within.
- I agree to follow all workplace rules and safety procedures.
- I understand that my employment is **at-will**, meaning either the company or I may terminate the employment relationship at any time, with or without cause or notice.
- I understand that this handbook is not an employment contract.

EMPLOYEE SIGNATURE DATE

PRINTED NAME

FIGURE 10: WORKPLACE INJURY REPORT

EMPLOYEE INFORMATION

EMPLOYEE NAME _____ **DATE OF BIRTH** _____

POSITION _____ **SUPERVISOR NAME** _____

INCIDENT DETAILS

DATE OF INJURY _____ **TIME OF INJURY** _____

LOCATION OF INCIDENT (CHECK ONE)

- ☐ Customer Home
- ☐ Job Site / Truck
- ☐ Warehouse
- ☐ Dump / Landfill
- ☐ Company Office

DESCRIPTION OF INCIDENT

EXPLAIN EXACTLY WHAT HAPPENED, INCLUDING SPECIFIC TASK BEING PERFORMED:

TYPE OF INJURY

- ☐ Back Strain
- ☐ Cut / Laceration
- ☐ Bruise / Contusion
- ☐ Sprain / Twist
- ☐ Fracture
- ☐ Head Injury

SPECIFIC BODY PART AFFECTED: _____

SEVERITY & CAUSE

SEVERITY LEVEL

- ☐ **Minor** (First Aid only)
- ☐ **Moderate** (Medical evaluation needed)
- ☐ **Severe** (Emergency care required)

PRIMARY CAUSE

- ☐ Heavy Lifting
- ☐ Slip / Trip
- ☐ Sharp Object
- ☐ Equipment

IMMEDIATE ACTION & WITNESSES

WITNESS NAME(S) _____

_____

ACTION TAKEN

- ☐ First Aid Provided On-Site
- ☐ Employee Sent Home
- ☐ Sent to Medical Facility / ER

IMPORTANT SAFETY REMINDER

"Report it immediately — even if it seems minor." Many workers' compensation claims start as "My back hurts a little" and turn into major issues days later. Immediate reporting protects both the employee and the company.

FIGURE 11: DAMAGE INCIDENT REPORT

1. BASIC JOB INFORMATION

DATE OF INCIDENT

TIME

JOB ADDRESS

CUSTOMER NAME

CUSTOMER PHONE

TRUCK #

DRIVER NAME

CREW MEMBER(S) PRESENT

2. DESCRIPTION OF DAMAGE

TYPE OF PROPERTY DAMAGED (CHECK ALL THAT APPLY)

- ☐ Wall / Drywall
- ☐ Door / Frame
- ☐ Flooring / Carpet
- ☐ Furniture
- ☐ Appliance
- ☐ Landscaping
- ☐ Vehicle
- ☐ Other: _____

DESCRIPTION (EXPLAIN EXACTLY WHAT HAPPENED AND EXTENT OF DAMAGE)

3. CAUSE OF DAMAGE

- ☐ Accidental contact while moving
- ☐ Item slipped / dropped
- ☐ Equipment failure (dolly, ramp, etc.)
- ☐ Pre-existing structural issue

4. ESTIMATED SEVERITY

- ☐ **Minor**
  Cosmetic scratch, paint chip, easy fix
- ☐ **Moderate**
  Requires professional repair (drywall patch, etc.)
- ☐ **Major**
  Significant cost, structural, or replacement needed

IMMEDIATE ACTION REQUIRED

CHECKLIST

- ☐ Customer Notified Immediately
- ☐ Manager Notified
- ☐ Work Paused to Assess

PHOTO DOCUMENTATION TAKEN?

- ☐ Close-up of damage
- ☐ Wide angle of area
- ☐ The item being moved

MANAGER CONTACTED

TIME NOTIFIED

5. CUSTOMER INTERACTION

CUSTOMER DEMEANOR

Calm / Upset /

DID CUSTOMER REQUEST REPAIR?

☐ Yes

[YOUR COMPANY NAME]
Full-Service Junk Removal & Property Cleanouts
Phone: [YOUR PHONE NUMBER]
Website: [YOUR WEBSITE URL]

ASSET RELEASE & LIABILITY WAIVER

REGARDING SURPLUS ELECTRONIC EQUIPMENT

1 Background

The Original Owner engaged [YOUR COMPANY NAME] to perform an office cleanout and removal of unwanted materials from their premises. During the course of this cleanout, certain decommissioned laptop computers and electronic equipment were identified by the Original Owner as unwanted surplus property intended for disposal or removal. All devices were represented as decommissioned and no longer in active service at the time of removal.

2 Transfer of Ownership

The Original Owner confirms that the laptops and related electronic equipment removed from the premises were abandoned, surplus, or designated for disposal. By allowing [YOUR COMPANY NAME] to remove these items from the property, the Original Owner acknowledges that full ownership of the equipment has been transferred to [YOUR COMPANY NAME]. [YOUR COMPANY NAME] may dispose of, recycle, refurbish, donate, sell, or otherwise handle the equipment at its sole discretion.

3 Release of Liability

The Original Owner shall not be held responsible or liable for any future use, resale, modification, malfunction, damage, data recovery, warranty claim, or other activity associated with the equipment once it has been removed from the premises by [YOUR COMPANY NAME]. [YOUR COMPANY NAME] assumes full responsibility for the handling, storage, disposal, or resale of the equipment following removal.

4 Warranty and Support

The Original Owner makes no representations or warranties regarding the condition, functionality, or serviceability of the equipment once removed. Any future purchaser or user of the equipment shall have no claim or recourse against the Original Owner for warranty support, repairs, or product liability.

5 Data Responsibility

[YOUR COMPANY NAME] acknowledges that it assumes responsibility for any handling, wiping, disposal, or management of data storage devices contained within the equipment after removal. The Original Owner shall not be liable for any data recovery, data loss, or data exposure resulting from the handling or resale of the equipment after it has been removed.

6 Indemnification

[YOUR COMPANY NAME] agrees to defend, indemnify, and hold harmless the Original Owner from any claims, damages, liabilities, losses, or expenses arising from the handling, resale, or use of the equipment after removal.

7 Entire Agreement

This document represents the entire agreement regarding the transfer and liability of the equipment described above.

ORIGINAL OWNER REPRESENTATIVE

NAME (PRINT)

[YOUR COMPANY NAME] REPRESENTATIVE

NAME (PRINT)

FIGURE 12: DAILY TRUCK CHECKLIST

TRUCK # _____ DATE _____ DRIVER NAME _____ CREW MEMBER NAME _____

BEGINNING OF DAY INSPECTION

Vehicle Safety

- [ ] Fuel level above ½ tank
- [ ] Tires properly inflated
- [ ] No visible tire damage
- [ ] Headlights functioning
- [ ] Brake lights functioning
- [ ] Turn signals functioning
- [ ] Windshield clear/undamaged
- [ ] Mirrors adjusted properly
- [ ] Cab free of trash

Equipment & Tools

- [ ] Dollies (2)
- [ ] Hand truck
- [ ] Ratchet straps (4+)
- [ ] Tarps (2)
- [ ] Brooms / Shovels
- [ ] Sawzall / Tool Kit
- [ ] Ramp functioning
- [ ] Truck box empty

Safety Gear

- [ ] Gloves
- [ ] Eye protection
- [ ] Dust masks
- [ ] First aid kit

REQUIRED PHOTOS

Before leaving base, take clear photos of: **Empty Truck Box • Odometer • Fuel Level**. Upload to dispatch system immediately.

END OF DAY CHECKLIST

- [ ] Truck completely emptied
- [ ] Dump receipt photographed/logged
- [ ] Fuel level above ¼ tank
- [ ] Cab cleaned & personal items removed
- [ ] Trash removed from truck bed
- [ ] Equipment returned & secured
- [ ] Keys returned to lockbox
- [ ] Damages reported (if any)

DRIVER SIGNATURE _____ DATE _____ MANAGER VERIFIED _____

FIGURE 12: JOB EXECUTION CHECKLIST

CUSTOMER NAME	DATE	LEAD DRIVER

1. ARRIVAL PROTOCOL

- [ ] Park legally & safely (Cones out)
- [ ] Introduce team to customer
- [ ] Verify job scope details
- [ ] Put on shoe covers (if entering home)

2. PRE-WORK WALKTHROUGH

- [ ] Walk job with customer
- [ ] Identify all items for removal
- [ ] Identify fragile areas / walls
- [ ] **Confirm final pricing**

3. SAFETY MEASURES

- [ ] Team lift heavy items (75+ lbs)
- [ ] Use dollies / straps where possible
- [ ] Protect floors & door frames
- [ ] Path is clear of tripping hazards

4. EXECUTION

- [ ] Load truck efficiently (Tetris method)
- [ ] Keep driveway / walkways clear
- [ ] Break down items to save space
- [ ] Maintain professionalism (No swearing)

5. DEPARTURE & WRAP UP

- [ ] Sweep up area / Clean debris
- [ ] Final walk-through with customer
- [ ] Confirm customer satisfaction
- [ ] Collect payment

DAILY TRUCK P&L TRACKER

TRUCK INFORMATION

DATE	TRUCK NUMBER	DRIVER NAME	NAVIGATOR / CREW

JOB REVENUE

JOB #	JOB ADDRESS / CUSTOMER NAME	REVENUE ($)
1		
2		
3		
4		
5		
	TOTAL DAILY REVENUE	**$**

DAILY EXPENSES

EXPENSE ITEM	AMOUNT ($)
Dump / Landfill Fees	
Fuel	
Credit Card Proc. Fees (est. 3%)	
Tips Paid Out to Crew	
Supplies / Hardware	
TOTAL EXPENSES	**$**

PROFIT CALCULATION

Total Revenue
(From Section 2)
$

—

Total Expenses
(From Section 3)
$

DAILY TRUCK PROFIT $ _____

FIGURE 12: JOB LISTING TEMPLATE

WE ARE HIRING

JUNK REMOVAL CREW MEMBER

At [YOUR COMPANY NAME]

We are looking for hardworking, reliable individuals to join our fast-growing junk removal team. This is a physically active job that requires lifting, teamwork, and excellent customer service skills. If you enjoy working with your hands and not being stuck in an office, this is the job for you.

Key Responsibilities

- Safely remove furniture, appliances, and household junk from customer properties.
- Load trucks efficiently to maximize space and ensure safe transport.
- Interact professionally with customers, providing upfront estimates and 5-star service.
- Maintain clean trucks and equipment; perform daily safety checks.
- Process payments and obtain customer reviews upon job completion.

COMPENSATION

$16 - $22

PER HOUR (AVG)

+ Keep 100% of Tips
+ Performance Bonuses
+ Overtime Available

Requirements

- Ability to lift 75+ lbs repeatedly throughout the day.
- Valid driver's license with a clean record preferred (Required for Driver roles).
- Reliable transportation to and from the warehouse/HQ.
- Positive attitude, punctuality, and ability to work as part of a team.
- Must be able to pass a background check and drug screening.

How to Apply

Ready to join the team? Send your resume or brief work history to:

careers@[yourwebsite].com

Or call / text:

(555) 123-4567

[YOUR COMPANY NAME]

Date: _____

Dear [Employee Name],

We are pleased to offer you employment with **[YOUR COMPANY NAME]**. We were impressed with your background and believe your skills and attitude will make a valuable contribution to our team.

POSITION TITLE: _____

START DATE: _____

PAY RATE: _____

PAY FREQUENCY: _____

Position Overview & Responsibilities

As a member of our operations team, your primary responsibilities will include, but are not limited to:

- Assisting with professional junk removal and property cleanouts.
- Safely loading trucks, operating lifts, and securing loads for transport.
- Providing exceptional customer service and maintaining a professional demeanor.
- Maintaining cleanliness of company vehicles and equipment.
- Following all safety protocols and wearing required personal protective equipment (PPE).

Employment-At-Will Notice:
Your employment with [YOUR COMPANY NAME] is at-will. This means that either you or the company may terminate the employment relationship at any time, with or without cause or notice. This offer letter does not constitute a contract of employment for any specific period of time.

Acceptance

To accept this offer of employment, please sign and date this letter below and return it to management.