

MASONITE - THE HOME DEPOT SCOPE OF WORK

PLEASE CONTACT KYLE MCGINNIS FOR TRAINING AT (310)-999-5721 BEFORE YOU START

Preparing for the Service Visit

- Please log onto the program website at www.questmerchandiser.com using the username and password that you set up during your application process.

Please check the “Instructions” column to see if there have been any **Alerts or Updates to the reports or planograms** for this specific service visit.

- Be sure you print out a new copy of the required service report and instructions to take with you to the job site. It is imperative that you use the service report for the specific service visit because the **unique id number** is necessary for you to get credit for the visit.
- **DRESS CODE** is jeans and sneakers are allowed. **NO** graphic tees, open-toe shoes or hats. **NO** food, beverages, gum chewing or cell phone usage is ever permitted on the sales floor at any time.

When You Arrive at the Location

- As soon as you enter the store, MEET WITH THE MANAGER ON DUTY AND LET HIM/HER KNOW WHAT YOU WILL BE DOING.
- **IMPORTANT: YOU MUST SAY THAT YOU ARE FROM TASHMAN (DO NOT SAY YOU WORK FOR QUEST)**

Conducting the Service Visit

- The objective of the service visit is to train as many associates as possible at the Special Services desk, the Pro Sales desk and the Millwork dept regarding the Masonite special order program.
- There are to be two visits per month at your store(s) between Sept 1 and Dec 31; the visits should be approximately two weeks apart.
- There will be a webinar for you to attend that will train you on the special order program; details will follow, and you'll be paid for this training time.
- The tasks to be completed are to train the associates as mentioned and to work through the questions on the completion report. You will also need to take a picture of the Masonite special order display.
- You will also need to get signed off prior to leaving the store.

After the Service Visit

- Log onto the program website at www.questmerchandiser.com using the username and password that you set up during your application process. Pull up the required online report and complete it. Fax the completed hard copy report with the store management signature to the fax number provided on the report (note that you can fax the report in from any location prior to filling out the web report) or scan the hard copy report and upload it (you will be prompted for this option after completing the online report).

- All reports must be submitted within 24 hours of completing your service visit for you to receive credit for the visit. Remember to download the picture you took as well; the visit is not complete without this picture!