

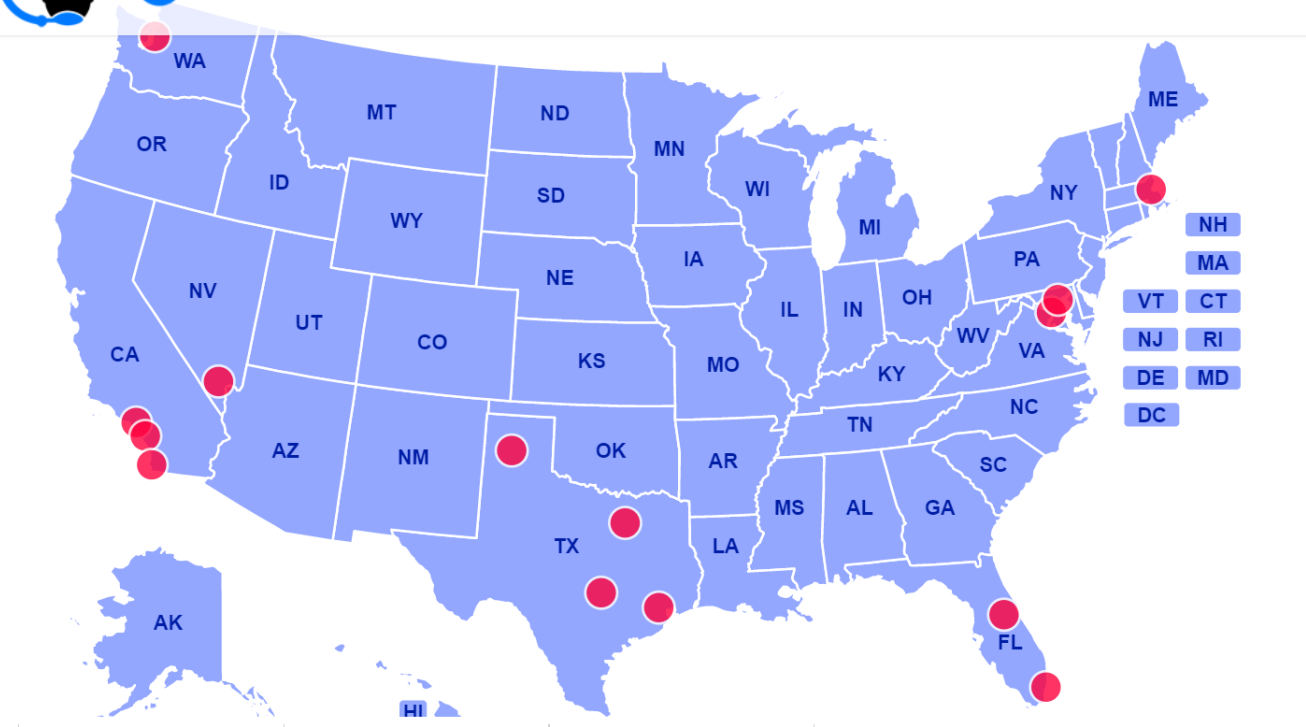
Xigman Orientation

Presenter: Hemi Namdari

Xigman Company

Xigman Company

- We are a Home Service provider company
- Most of our services are
Installation (TV, Home smart devices)
Assembly (Furniture – Play set)
- Service area (More than 17 state so far)
Texas (Head quarter)
- Number of employees (More than 150 Technician and 15 Employes)
- Years of service: 4 years



Xigman
Active
locations

Company's departments

We have three main Department

1. Management
2. Dispatch
3. Customer service

Note:

As technician you are in touch with Dispatch section

Every area have it's own dispatch. Find out who is your direct dispatch and have their number handy and if you do have any question about the service call or text them.

The process of receiving a job

- **Two way of job assignment:**

- 1: Direct assignment using Workiz app and Amazon app

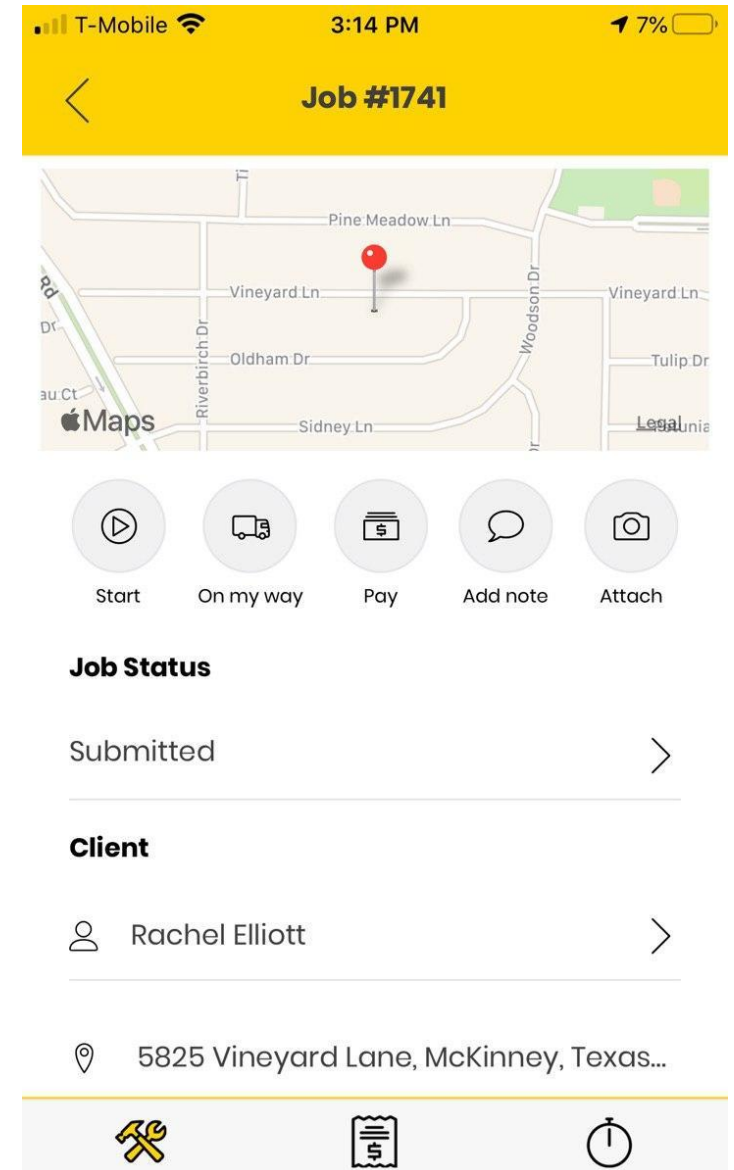
- 2: Text magic

- (Sending bulk messages to all, confirmation by technicians)

- You should have access to workiz application first, the company will send you an activation link and you will sign in with your credential.
- After log in to your account, you will see the assigned job in your schedule.
- Save the companies number on your phone 844-506-0650

Workiz application and job descriptions

- Job Number
- Start Job (Always start your job when you are in job sight!!!)
- On my way (Sends a text to your client before heading there)
- Pay (information about payments)
- Add note (To add additional information)
- Attach (you are able to attach images)
- Job status (checking status of your job should be close after your job is done)
- Name of your client



Workiz application and job descriptions

- Location of the job
- Phone number of the client
- Time and date (Check the window frame and day)
(Check for weather if outside job)
- Job type (Check for extra materials or helper)
- Team (Your name and your helper name)

The screenshot shows a job listing interface with a yellow header bar containing a back arrow and the text "Job #1741". Below the header, the location is listed as "5825 Vineyard Lane, McKinney, Texas..." with a location pin icon. A horizontal line separates this from the distance "1522.20 miles from your location". Another horizontal line follows, with a phone icon and the number "(940) 367-4540". Below this is the "Schedule" section, featuring a calendar icon and the text "Thu Aug 6th 2020 8:00 am - 11:00 a..." with a right-pointing arrow. The "Job Details" section has a wrench icon and the text "HANDYMAN" with a right-pointing arrow. The "Job Tags" section includes a tag icon and the text "Assign a tag" with a right-pointing arrow. The "Team" section is partially visible at the bottom with a person icon and a right-pointing arrow.

< Job #1741

📍 5825 Vineyard Lane, McKinney, Texas...

1522.20 miles from your location

📞 (940) 367-4540

Schedule

📅 Thu Aug 6th 2020 8:00 am - 11:00 a... >

Job Details

🔧 HANDYMAN >

Job Tags

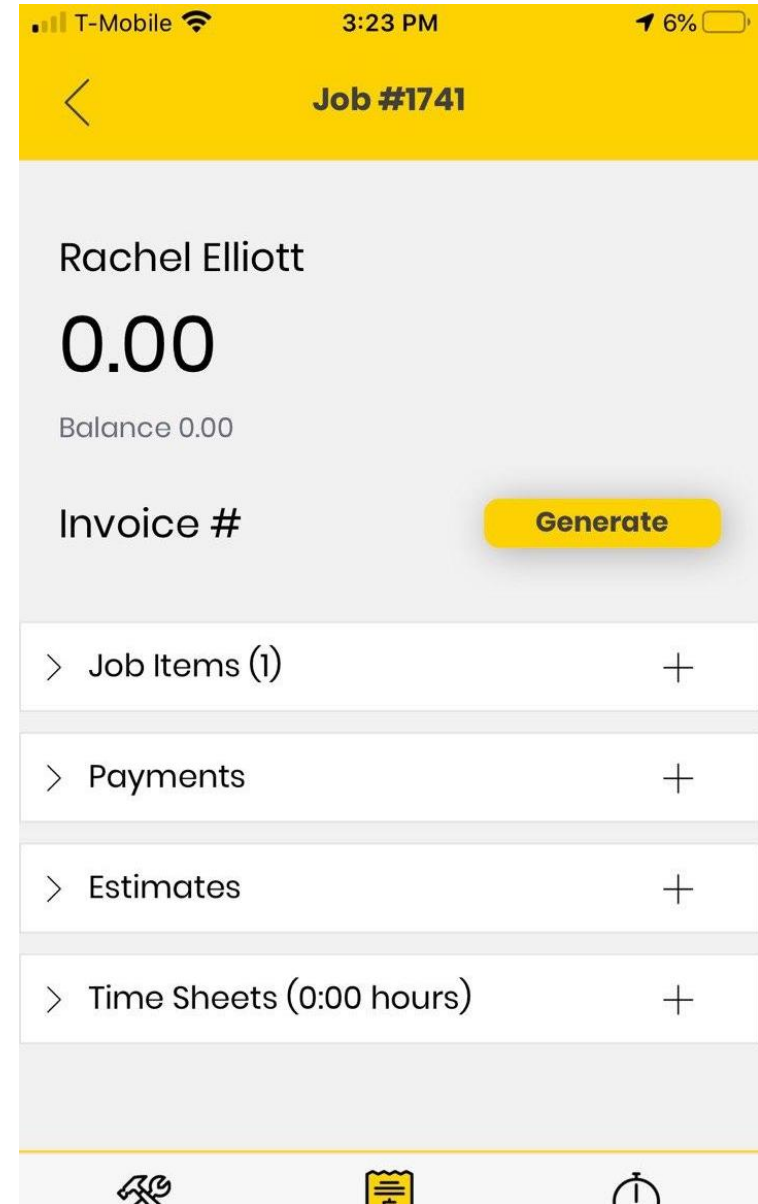
🏷️ Assign a tag >

Team

👤 >

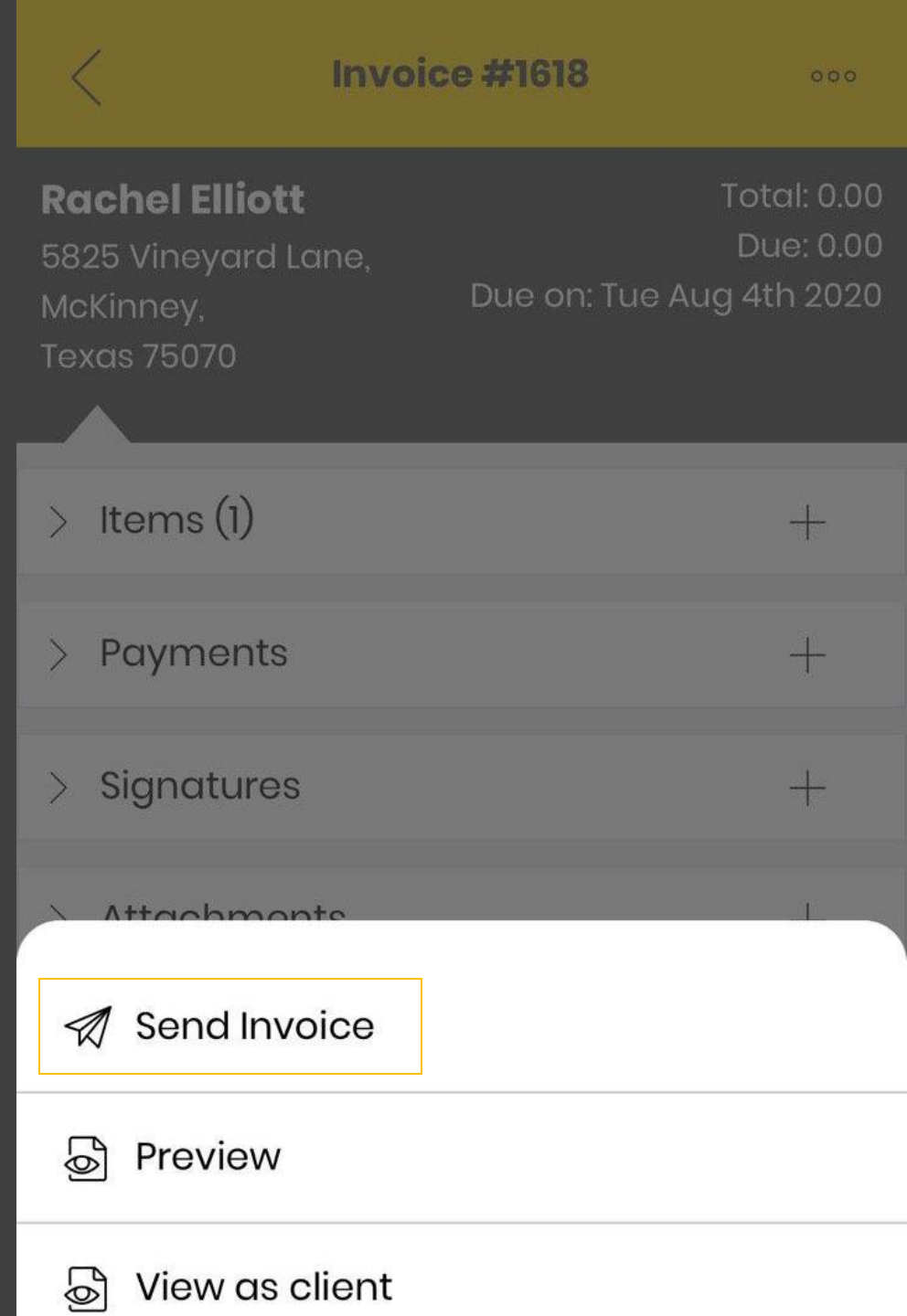
Workiz application Payment

- Name of customer
- Balance (if there is a balance it means it has not been paid yet ; 0.0 balance means it is paid)
- Invoice number
- Generate (Click here to send the invoice to your client)
- Job item (You can add new item here)
- Payments (define the way of payment)
if client paid cash you can add your credit card information and pay the price ; really important to tell your dispatch that payment was in cash)



Workiz application send invoice to your clients

After click on generate you can click on Send Invoice and send the invoice to your client



Main three step in providing a service



Requirement when receiving a job



Requirement when providing a service



Requirement when the service is done.

What to do after receiving a job



Check the item list in invoice



Check what you have been assign to



Check the Zipcode and destination distance



Check your job description



Check if you need a helper



Check the time and date of the order



Call your dispatch for any change




Get extra materials



Job description is for job requirement needs

What to do in the day of Service

 Confirm your time with the client (Text them first)

■ Always communicate in a proper manner

■ When heading there use on my way button (On Workiz app)

■ Start your job when getting there (On Workiz app)

■ Check your job description (On workiz app)

■ Check if you need a helper (On Workiz app)

■ If need a helper call the company (Call your dispatch)

■ Check the product for missing part (No installation if yes)

■ In case of dismount TV make sure it is working before dismount

■ if you have missing part do not start your job (Call Dispatch)


■ **Call your dispatch for any change** (Call dispatch)


■ If you made any mistake call the company first (Call dispatch)


■ If you can't provide the service do not start the job (Call dispatch)


■ Do not speak your mother tongue language while providing service (Just English)


What to do after job is done

 Confirm the quality of job with the client text them and ask for confirmation.


 Take some pictures and attach to job in Workiz

 Request for review if you are sure about the job quality


 Ask the client to pay for your service (Never leave without payment)


 Do not get involve with the client if they are not happy

 Refer unhappy client to company (Call customer service)

 Customer service number 844-605-0650 Ext 3

 Clean up after job is done

 Make sure you have all your tools

 Call or text your next client and let them know you are in your way

General Questions



You need a time off
(Call The company)



You can't provide
the service



You are late for a
job



You need helper



You need new
estimate



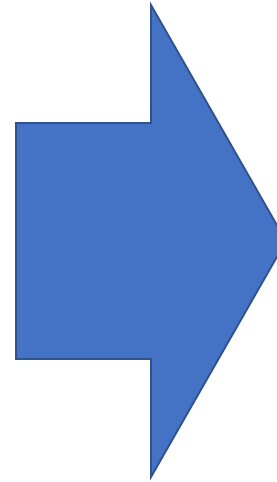
You need to ask
technical question



You need to ask
more information



You cannot find the
address



Main line: 844-605-0650

Material and tools concerns

- Bracket and cord cover will be provided to you by company
- 🛒 Always try to buy the best price and high quality for your materials
- Always have your receipt and make sure you have enough document for your payments
- Amazon has one of the best price for mount and bracket
- Always have some cord cover plastic in your tools list.
- If you want brackets to be provide by company let your dispatch know about your request.
- Always have some screws and bolts.
- Check your tools before heading to your clients
- If you need to buy extra while installation ask your client politely and let the company know about it.

Hiring concerns



Type of contract 1099



You are working as a sub contractor



You should have your own tools



You should use your own or rent vehicle for your commute



You should have your own insurance and be authorized to work



The payment will be direct deposit (Payment will be done every two weeks)



What you should get done to start working

- Join the Interview session
- Sign the contract
- Provide Back ground check (We will provide your BGC)
- Install workiz application (The link will be send to your email)
- Get in touch with your dispatch (Ask HR manager for your dispatch name)
- Check Xigman website.
- Install Telegram application

Iphone (<https://apps.apple.com/us/app/telegram-messenger/id686449807>)

Android (https://play.google.com/store/apps/details?id=org.telegram.messenger&hl=en_US)

- Join the Xigman Telegram chanel (<https://t.me/joinchat/AAAAAExM7xSPkSiqGegn3A>)
- Contact HR for any question you may have: 844-605-0650 Ext 4 (Hiring department)

Join our social media accounts



<https://www.facebook.com/xigmaninc>



https://www.instagram.com/xigman_/



<https://www.youtube.com/channel/UCDcetSYqhErLsZZC2EyJS4A>

Question and Answer 15 minutes

You can read the PDF file from this link

<https://www.yumpu.com/en/document/read/63866354/xigman-training>