

# The First 90 Days:

*New Client Onboarding*

## The Week before we start

1. Crew Assigned
2. Welcome email sent
3. First Walkthrough
4. First service date scheduled
5. First LQE sent to client

## Month One

6. Rotation map created and sent
7. Walkthrough completed and LQE sent to client
8. Irrigation Parameters determined
9. Irrigation Survey Scheduled
10. Inspect plant material, develop fertilizer, insecticide, herbicide plan of action. Communicate to manager about spray schedule, POST SIGNS when spraying chemicals

## Month Three

11. Irrigation Survey Completed
12. Map and proposal sent to client
13. Crew has updated irrigation maps
14. Designs/proactive proposals sent
15. Fertilization added to plant material
16. Walkthrough completed and LQE sent

## Onboarding Goals

- a. Excellent. Experience. Everytime.
- b. Excellent communication
- c. Proactive results
- d. Crew understanding of client expectations
- e. Do what we say