

THE [ULTIMATE LIST] OF WOW FACTOR IDEAS. ✓

For a typical service call, WOW Factors should not cost more than \$5.00 and/or 10-minutes of time. They should not be invasive; for example, do not organize someone's underwear drawer or fold a load of laundry. Your wow factor should be easy for you to spot within just a couple of minutes. Below is the ULTIMATE list of wow factors you can choose from!

KEEP AREA CLEAN

This should be the case with every service call. Always do this plus something from another section.

Always wear shoe covers indoors

Use drop cloths to protect areas

PREVENTATIVE MAINTENANCE

- Set a trap for any pests (mouse traps, ant traps, etc.—be cautious of kids and pets)
- Offer choice between natural cleaners vs. traditional cleaners (ex. Mrs. Meyer's or 409)
- Sync up clocks/replace clock batteries
- Replace batteries in TV remotes/light dimmers
- Caulk or silicone around seams
- Place floor gliders under heavy furniture
- Change batteries in smoke and CO detectors
- Safety service

PLUMBING

- Change/clean faucet aerators
- Chlorine test city water
- Water protection
- Total-C treatment in all drains (Can be bought from The New Flat Rate)
- Water pressure check
- Inspect water lines
- Remove developing hair-clogs from all drains
- Install water temperature safety feature
- Install battery-powered water alarm
- Antimicrobial treatment on mildew areas
- Toilet dye test ("Mrs. Stewart's Liquid Bluing for Whitening Laundry" - does not stain)

ELECTRICAL

- Roll-out switch upgrade
- Change a lightbulb (burned out or inefficient)
- Organize and label cables or wires
- Install missing or damaged faceplates
- Change out outlet with USB outlet (with approved job/options)
- Breaker box inspection and labeling
- Inspect outlets and switches

HVAC

- Wash and wax the outside of an a/c system
- WD-40 or Kroil all metal surfaces
- Remove leaves and debris from outside equipment areas
- Replace Arma Flex
- Paint ductwork with mastic
- Clean Registers/vent covers
- Change an air filter and write date
- Clean air duct in dryer
- Basic indoor air quality inspection
- Program thermostats and time clocks
- Insulate condensate lines
- Diamond plating on walls behind major installs
- Replace additional capacitor on capacitor repair

HAPPY PET

- Let dog out (ensure that there is a fence or that it is on a leash, etc.)
- Scoop the litter box
- Sweep up cat litter that has been kicked out of box
- Remove pet hair from couches/chairs (bring a handheld vacuum)
- Scoop the litter box
- Wash and refill dog's water bowl
- Keep dog biscuits on your truck

CLEAN UP

- Clean up water on a floor
- Take out the trash
- Roll empty trash cans back up to the house
- Wash trash can before replacing trash bags
- Use scented trash bags
- Dust fan blades
- Dust blinds
- Clean up area
- Clean a window or mirror
- Clean off counters in kitchen
- Use magic eraser on scuffs around worksite
- Remove cobwebs in the work area
- Remove dust in the work area
- Sweep, including under furniture
- Wipe down TV screen
- Dust photo frames and glass
- Clean cabinet doors

OUTSIDE

- Plant flowers/sod/mulch over area that had to be dug up
- Paint/replace numbers on mailbox
- Straighten mailbox
- Paint over rusted mailbox
- Water outdoor plants
- Spray organic weed killer around a/c unit
- Wash off driveway
- Trim bushes around workspace (haul off brush) and inform customer of distance requirements

KITCHEN

- Place new baking soda box in refrigerator
- Install burn guards on oven racks
- Check refrigerator and freezer seals
- Leave behind logoed refrigerator notepad and pen
- Inspect refrigerator water filter
- Load dirty dishes into the dishwasher
- Organize the under-the-sink area
- Place contact paper in dirty cabinets
- Install a refrigerator thermometer

BATHROOM

- Clean hard water/lime buildup from toilet or tub
- Scrub inside and outside toilet after replacing parts
- Replace old or stained toilet seat
- Replace toilet scrubber or plunger
- Refill hand soap or dish soap
- Leave new toothbrushes after servicing bathroom (leave their old ones there)
- Remove buildup on showerheads or faucets
- Replace toilet paper
- Upgrade supply lines to toilets/sinks/washer
- Place soft-scented air neutralizers or air fresheners

BABY ON BOARD / YOUNG KIDS IN HOUSE

- Place child-proof outlet covers
- Place child-proof cabinet locks
- Place child-proof door locks/latches

REFURBISH

- Paint faded covers
- Shine copper pipes
- Painting the covers of an older unit that might have rust or deck paint on it
- Repair the insulation on a line set that has sun damage
- Put down nice gravel around an outdoor unit to keep the weeds off
- Label different types of equipment and disconnects for easier maintenance
- Offer to help hang a picture or shelf