



<b>Title: Courtesy Backyard Program</b>		
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<b>Next Review Date:</b>	<b>Owner: Michael White</b>	
<b>Approved By:</b> Chad Christensen – VP of Retail Operations		

## Purpose and Population

**Purpose:** To help improve the Customer Experience and leave the backyard better than we found it. Moving forward technicians will leave both a water bottle and a Free Courtesy Inspection sheet behind for each customer. This will provide the customer feedback on how their equipment is working today, and what we can offer to improve it if needed.

**Population Included:** This policy applies to all our Service Technicians and Service Managers and any Leslie's employees responsible for handling Service work.

## Definitions

- **Water Bottle:** A Leslie's branded water bottle customer can use for their AccuBlue water test
- **Courtesy Inspection Sheet:** 8 point visual inspection checklist for customer's pool equipment

## Policy

- The equipment inspection sheet will be filled out by each technician and will provide the customer a brief overview of the current condition of their equipment and plumbing, as well as any recommendations the technician may have for the customer. If the customer has any immediate needs, a quote should be prepared.
- The water bottle will be given to all customers, to help drive them to their local Leslie's store to get a Free Water Test as Leslie's can help fulfill all their pool needs.

## Procedures

Placement procedures:

1. Once the technician completes the work and has prepared all billing, they will greet the customer and start off with reviewing the equipment inspection sheet, be sure to highlight any future recommendations. After this has been reviewed, the customer can then be given the water bottle, and you can complete the billing.
2. Technicians will be stocking the most popular models of key replacement items such as Skimmer Baskets, Pump Baskets, Weir Gates and Filter Gages. This will enable them to do the work while they are on-site.
3. If you are performing a winterization (you work in a winter market), we will not be leaving a water bottle with the customer, they will be given one when the pool is opened in the spring or during in-season visits.
4. If the customer is not home, please wrap the equipment inspection sheet around the water bottle and secure it with a rubber band as shown below. Please place this in a secure, visible spot near the front door.





### **Additional Documentation**

Leslie's reserves the right to adjust, amend, and change current policies at any time and will provide all employees notice of all policy changes.

All related questions should be funneled to your respective Service Manager.

### **Other related policies/procedures**

N/A

### **Keywords and keyword phrases**

Watter Bottle  
Courtesy Equipment Inspection Sheet