

Dear Potential Intern,

We are excited for your interest in the upcoming season of Golden Rule Lawn Renovation, and look forward to having you as a member of the “Gold Team.” Our goal is to be a catalyst in helping you achieve your career and life goals. I am confident as we work together, you will be able to reach the goals the company has set, as well as your personal financial goals.

We are looking for interns who have demonstrated commitment to achieving their highest potential in all aspects of life. As you work hard for Golden Rule, you will be rewarded generously.

This packet includes information on how to become a technician for the 2013 Gold Team. Please read and fill out the following documents, as well as the online section of the application and test. Once this has been submitted you will hear from us within five days. Read this packet carefully and please contact me with any questions.

Sincerely,

Scott Young

President and Owner

Golden Rule Lawn Renovation, LLC

goldenrulelawns@gmail.com

www.GoldenRuleLawns.com

425-283-6869



**Technician Application**

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

SSN: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date of Birth:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Please list your previous work experience: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Please list your personal strengths: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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When are you available to start working? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Please list the names and phone numbers for any references you know who are also

interested in becoming a Technician for Golden Rule: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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What is your city of residence? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Do you have a truck or other vehicle that can pull a trailer? \_\_\_\_\_\_\_\_\_ What kind? \_\_\_\_\_\_\_\_\_\_\_\_\_

Do you have access to a GPS system? (optional) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\* For an optional letter of recommendation, please have the reference send the letter to Golden Rule Lawn Renovation, P.O. Box 225, Issaquah, WA 98027.

I have read and understood all documents within the application packet and understand what is expected of me, and if hired as a member of the Gold Team, I will follow all company policies.

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Signature Date

**\*Completed by Manager:**

|  |  |
| --- | --- |
| **Category** | **Your Score:** |
| Previous weeks worked for Golden Rule |  |
| Early application submission |  |
| Early availability, starting April 1st |  |
| Performance Rating  |  |
| Mechanical knowledge |  |
| Test score |  |
| Interview |  |
| Letter of recommendation (optional) |  |
| **TOTAL SCORE:** |  |



**Work Agreement Contract**

Technician Intern Expectations:

- Work 5-6 days a week, Monday to Friday (sometimes Saturday)

- Be at the Golden Rule Office by 7am for the day’s assignments.

- If you need a day off, you must notify us at least 2 weeks in advance. You are only allowed to miss a maximum of 2 days during the season.

- You are required to attend a full training session.

- You must pass the pre-season test with at least 90% correct.

- You must sign the company non-compete agreement form.

- All customer payments must be made online or by mail, interns cannot accept payments. If a customer leaves a check, call the manager immediately and inform him. Turn the check into the manager that day.

- We will provide the aeration and thatching machines, and will be responsible for any repairs that are not caused due to carelessness. We will also provide the other necessary tools, including rakes, spreader, broom, tarps, bungees, bags, invoices and all paperwork, and are responsible for getting you jobs.

- Wages start at $15 per hour and go up to $22 per hour, based on experience and performance. Overtime is paid time and a half. There will also be weekly incentives and prizes.

- If you are using your own vehicle to perform company services, you will be given a gas gift card with $30 per full 8 hour day worked. This is to cover gas, wear and tear of the vehicle, and increased insurance costs. You will be required to show proof of vehicle insurance.

- If you are injured while working, the company is not held liable. Any damages you may cause to personal property are not the responsibility of the company.

- You are responsible for the repair and payment needed to fix any damages caused while working, including those due to your truck, trailer, and the machines.

- You are responsible for completing the jobs given to you each day. You must work efficiently, not taking extra breaks and driving unnecessary places.

- You cannot use the machines for personal or friend uses without company records and payment.

- Any dishonest act or stealing from the company will result in immediate loss of job and you will not receive any further payments.

I have read and agree to follow the technician intern expectations listed in the work agreement contract.

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Technician Date

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Scott Young, Owner Date



Non-Compete Agreement:

I \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ hereby declare that I will not start my own business doing landscape work including aeration, thatching, raking, hauling, fertilizing, over-seeding, or any similar services in King County, for 5 years after signing this document. I will also not participate in another such company, nor assist or give information to someone who is involved in another lawn renovation company. I will also not perform work for any Golden Rule client outside of my services on the clock for Golden Rule. I will not, nor assist in, the duplication of the flier, website, maps, or any other company documents. I will be honest, ethical, and considerate in all my actions. I will do my best to represent the company Golden Rule Lawn Renovation in a responsible and respectful manner and communicate openly with the manager.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Intern Date



**INTERN CONDUCT**

**OPERATING:**

* Only hired full time employees and interns can operate the machines.
* Before you begin a job, knock on the door or call the homeowner, taking just one minute to let them know what you’ll do and if they have any special instructions.
* All machines must be securely tied down while vehicles are in motion.
* When applicable, failure to collect the day’s fliers by 10am on more then three occasions will result in a dismissal.
* Make sure when you collect a flier that the full and correct address is on the flier, including city and zip.
* If you are late to work more then three times you’ll be dismissed from the team.

**DRESS & APPEARANCE**:

* Represent yourself and the company in a professional manner.
* You must wear your company issued hat, shirt, and/or jacket at all times while working. You also must wear basic work jeans or pants, without major holes or stains.
* You provide your own sturdy work boots and gloves.
* Please keep your truck clean and presentable as you represent the company.



**SAFETY:**

* Never run machines until all customers, especially children, are away from the machines and indoors.
* Never let anyone other then yourself operate the machines, including hired hands.
* Always have the machine completely turned off when you are not currently using it.
* Always park with your vehicle facing downward on hills.
* Make sure every machine is strapped down individually within the truck/trailer when not in use.
* Always keep your fingers and feet away from moving belts, chains, and tines.
* Always wear work boots, preferably with a steel toe, when working.
* Always wear jean pants when working, no shorts are allowed.
* Make sure you’re not wearing clothing with any loose strings (such as sweatshirts).
* We recommend wearing gloves, which you need to provide.
* If a yard’s hill is extremely steep, don’t service this section of the yard and talk to the homeowner explaining the situation.

**MACHINE MAINTAINANCE & REPAIRS:**

* Every week after company meeting, you will be required to pass a machine inspection.
* At that meeting we will also apply grease to the bearings and wheels.
* Every day you need to check and tighten any loose bolts.
* Spray lube on aerator chain every evening after use.
* Make sure your machines are covered or under a tarp each night, rain or shine.
* Don’t run over any sprinkler heads, rocks, etc. with the machines.
* Stay at least 6 inches away from tree roots and cement or rock edges, do not chance getting too close.
* We will take responsibility for wear and tear fixes to the machines, but you are responsible for any damages due to carelessness.
* When fixing machines, tip them away from the air filter, never letting the gas and oil leak towards the air filter.
* Let the manager know ASAP if anything unusual starts happening with your machines.
* If a machine breaks down while you are using it and you are unable to quickly fix it, return the machine to the office and exchange it for a fully functioning machine.
* Please have a small toolbox in your truck at all times for quick fixes.



**Technician Pre-Season Test**

Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Please read over the packet and website www.GoldenRuleLawns.com before taking this test. You must pass the test with at least a 90% in order to be an intern this season. **Please submit answers online.**

1. When a customer wants you to aerate and thatch, but does not want you to rake and bag, you are suppose to

a. thatch then aerate

b. aerate then thatch

c. aerate, grab a handful of plugs and put them on the sidewalk or somewhere visible, then thatch

d. thatch, rake, then aerate

e. it doesn’t matter what order

2. You walk up to a lawn that has an extreme amount of moss in it. What would be the best service to provide in order to get rid of the moss?

a. aeration, which will improve drainage

b. put moss killer down, then 2 days later go back and thatch, aerate, and rake

c. put moss killer down as moss will gradually disappear and no longer be a problem

d. put seed down, no need to aerate or thatch, as grass will take over the moss

e. urinate in circular patterns, as this will take care of the moss

3. Thatching will get out 100% of the moss.

a. true

b. false

4. You can never aerate or thatch when it’s raining.

a. true

b. false

5. Technicians are to report to the office each working day by:

a. 7:00 am

b. 7:30 am

c. 8:00 am

d. 8:30 am

6. If a technicians machine breaks, they should

a. immediately call the manager and complain that your machine is broken, bring machine in to swap it for a working one

b. call it quites for the day, go home, and worry about fixing the machine the next morning

c. turn the machine in and rent a new one from a dealer while the manager tries to fix the broken machine

d. try to fix the machine on site using their toolbox, then contact the manager and report on the situation. If it is not a quick easy fix, return the machine to the office and exchange it for a working machine.

7. To tell if a lawn is too wet to work on, you should

a. call the manager and she what they think

b. walk around the lawn and see if there are any spongy squishy areas

c. service the lawn no matter how wet

d. measure the height of the standing water

e. ask the homeowner if they think it is ok

Note: If a lawn is too wet and mushy, contact the customer and indicate you’ll be back when it dries out. You need to be the proactive one!

8. If a customer does not want us to rake, we aerate and THEN thatch to prevent thatch from getting caught up in the aerator.

a. true

b. false

9. If a customer comes out and gives the technician cash to pay for the yard service, the technician should

a. take the cash and call the manager to let them know of the incident

b. explain to the customer that the company only receives payment through the mail and online, and that they’d loose their job if they were to take the cash

c. take the cash and use it for company expenses

d. give the customer a discount for using cash

10. If an employee or intern is found cheating, stealing, or being dishonest in any way

a. they will receive one warning, after which they’ll be asked to leave the company

b. they will be let go from the company, no exceptions, and will not receive any further payment

c. they’ll only receive half of the money owed to them

11. If a customer leaves a check on the door, the technician should

a. leave the check with a note to the customer saying they should mail it

b. take the check and immediately call the manager, report the check, and turn it into the manager that day

c. take the check and give it to the manager the within the next week

d. all of the above are true

12. Technician’s will be paid every:

a. Week

b. 2 Weeks

c. Month

d. At the end of the season.

13. When measuring a yard’s square footage, the technician should round to the nearest 1,000 sq ft.

a. true

b. false

14. When a technician gets to a lawn and sees that it has not been mowed in the past four to five days, they should

a. write a note to the homeowner and suggest they mow the lawn first

b. go ahead and do they work as four to five days isn’t enough to make enough difference

c. only aerate

d. only do the work if it’s dry

15. When a customer asks a technician what they think their lawn needs, the technician should

a. say “I don’t know, I’ve only been working 5 days.”

b. call the manager, they always know what to do

c. in a confident voice, explain what you do know, and what will be best for their lawn and answer their question

d. Tell them to go look it up online, or checkout our website. All the answers can be found there.

16. Golden Rule’s Website is used for

a. customer payments

b. customers to learn about our services

c. customers to communicate with the company

d. for employees and interns to turn in their chart

e. a and b

f. a, b, and c are true

g. all of the above are true

17. Aerating is something that should be done

a. every 3 years

b. every 2 years

c. every spring and/or fall

d. every season – fall, winter, spring, and summer

18. How long after you put moss killer down does it take to kill it so you can thatch?

a. 1 hour

b. 6 hours

c. 48 hours

d. 1 week

19. Having repeated customer complaints about unsatisfactory work performed on their lawn could result in the technician being let go from the company.

a. True

b. False

20. Aeration

a. deepens root systems

b. reduces water run-off

c. allows air to enter the root system

d. a and b

e. a and c

f. all of the above

21. What do the three numbers fertilizer bag indicate

a. oxygen, nitrogen, zinc content

b. copper, nitrogen, phosphate content

c. nitrogen, phosphate, pot ash content

d. zinc, nitrogen, oxygen

22. The first of the three numbers labeled on fertilizer bags indicates

a. how deep the root system will grow

b. how well fertilizer repels insects

c. how much it will help top growth and make your lawn green

d. protection against disease

23. What type of seed does the company use

a. Kentucky rye grass, 100% weed free

b. a rye fescue 70/30 blend, sun and shade mix, 99.9% weed free, formulated specially for Western Washington

c. Kentucky blue grass, 99.9% weed free

d. crab grass

24. What is the best way to kill moss

a. zinc

b. ferrous sulfate and iron sprayer granules

c. lyme

25. The best time to aerate and thatch a lawn is

a. spring/summer

b. summer/winter

c. summer/fall

d. fall/spring

26. The fertilizer that we use

a. should not be played on by children or dogs until 4 hrs after application

b. is pet and child friendly, all natural

c. can not played on by children or pets until is has been wet or rained on

d. is safe for kids but not pets

27. At what temperature does the seed best germinate

a. 55-70 degrees F

b. 60-65 degrees F

c. 70-80 degrees F

d. 40-80 degrees F

28. Moss killer will stain pavement if left on pavement, driveways, or walkways.

a. true

b. false

29. Ideally an aeration plug should be 2-3 inches in length.

a. true

b. false

30. The things a technician should check daily include lubing all zerts, checking oil in the machines, greasing the chain, tightening chains, checking flares, and tightening loose bolts.

a. true

b. false

31. Gas cans need to be covered throughout the day when you are not using them.

a. true

b. false

32. What is not one of the three steps in the thatching process

a. thatch with machine

b. rake and bag

c. haul away bags

d. spreading lawn thatch back into the lawn

33. If you need a day off, how much notice are you required to give the company

a. 2 days

b. 1 week

c. 2 weeks

d. all days off must be designated before the season starts

34. Employees and interns are not required to sign the non-compete agreement.

a. true

b. false

35. All company shirts need to be tucked in.

a. true

b. false

36. It is ok to wear tennis shoes while operating machines.

a. true

b. false.

37. You can give out your private cell phone number to clients.

a. true

b. false

38. The technician is responsible for any lost or stolen items.

a. true

b. false

39. You must have a small toolbox in your truck and provide your own work gloves.

a. true

b. false

40. It is ok to go over tree roots with the aerator and thatcher

a. true

b. false

41. What type of aerators does Golden Rule Lawn Renovation use?

a. spike

b. core

c. pin

42. What are reasons for thatching?

a. remove dead layer of grass from the lawn

b. it allows new growth to begin

c. it removes unwanted organic material from the lawn

d. it removes moss

e. b and d

f. all of the above

43. A customer asks if they can get a better price on the services if they choose to have all of them done to their yard, what do you do?

a. give them 20% off their total bill

b. call the office to have the manager negotiate a price

c. we never give discounts