

Method of operating at sheen from 12th April

When we operate sales for Putney & Sheen I want to keep their individual identities separate as much as possible for when we re open Putney showroom. I do however want anybody serving customers as and when they are free but associate the enquiry to the relevant branch when booking measures etc.

Future roles – Telephone routing

Jack - Manager/sales & estimating	Extn 2113 – Sheen & Putney calls by default
Andy – Sales	Extn 2106 – Sheen & Putney calls by default
John Cresswell – Estimating/sales	Extn 2115 – Sheen & Putney calls by default
John Dredge – Sales	Extn 2107 – Sheen & Putney calls by default
Anthony - Estimating/sales	Extn 2113 – Sheen & Putney calls by default

I have arranged for the phones to be set up so when you log in to your extension you will receive calls for Putney or Sheen. On the handsets it displays not only the number calling but the branch the customer dialed.

Emails

I will change your email accounts over the weekend. The emails you send will default to your own personal email address but you will have a Putney branch & Sheen Branch account set up. When sending emails with more than one account set up you can select who you want the email to come from. ie you can select the branch that the customer is dealing with for the email and the replies will come back to that branch.

Measures

Continue to use the estimators primarily associated with the relevant branch as before and use the relevant branch order numbers when booking appointments.

Estimates.

Send estimates out with the appropriate branch address and store Sheen & Putney emails separately in relevant files.

Fitting

Book the fitters that usually work for the relevant branch as before unless there is availability and work to be booked. As the branch is more familiar with the working practices for the relevant fitters it may be best to refer to the person who is used to managing the fitter for that branch for guidance.

Payments

All PDQ payments will need to be entered as received at sheen as they will be on the PDQ at sheen but any cash or bank payments are to be put on at the relevant branches.

End of day routines

The end of day routine will need to be run for both branches every day and the files recorded separately and sent to head office.