

Two Computer Guys

Associate' s Manual

Welcome to our family...

Our goal is to provide friendly and competent help, assistance and training to our customers at their convenience, while offering unique employment opportunities for students with exceptional computer and people skills.

This manual includes essential information about the way our company operates, providing you with a firm foundation and understanding of our policies and procedures.



305-444-1984 • 866-TWO-HELP (866-896-4357)

www.TwoComputerGuys.com

Standards Of Conduct

As a representative of Two Computer Guys, every associate must understand and follow the guidelines of personal conduct and business ethics established by our company. As a guest in our customer's home or office, associates are expected to maintain a professional attitude at all times.

Associates agree that as representatives of Two Computer Guys, they accept an obligation to conduct themselves in the most professional manner possible during all service calls to which they are dispatched.

As you endeavor to assist the customer, do nothing to cause further detriment to the computer system and err on the side of caution when making changes that could adversely affect the viability of the system.

If the computer operating system or primary applications must be re-installed or updated, the customer must be in possession of legal and proper copies of all software. Never install software which violates the expressed permission of the copyright owner, and if in doubt, check with your supervisor before proceeding.

Every associate is assumed to be competent in the skills of computer troubleshooting and customer relations and will be responsible for errors or omissions during the course of a service call.

If a customer complains about the conduct of an associate during a service call, Two Computer Guys will make every effort on the associate's behalf to rectify the problem with both the customer and the associate. If complaints about any particular associate are meritorious and found to be consistent in the opinion of Two Computer Guys, that associate will be dismissed.

Employment Status

Associates are not employees of Two Computer Guys. Associates are independent contractors paid on an hourly basis with no additional benefits or compensation beyond their hourly wage. No taxes or other deductions will be withheld from payment to associates by Two Computer Guys, and all associates understand that they are solely responsible to meet these obligations personally. It is recommended that associates keep careful records of all payments made to them by Two Computer Guys, as well as expenses incurred in the course of providing services to insure accuracy and ability of reporting income earned from our company.

Payment Policies

Associates will accept payment from the customer at the time of completing the service call. Payment can be made in cash or by check made out to "Two Computer Guys" in the full amount of the monies due. Associates will meet with their supervisor as necessary to deliver payment. At this time, associates will be paid in full by Two Computer Guys from the fees they have collected at the agreed rate. If the customer has an open account, the associate will be paid immediately when funds are received.

Standard Operating Procedures

All appointments are coordinated by Two Computer Guys according to the convenience of the customer and the availability of the associates. It is the responsibility of each associate to make his schedule known so appointments can be scheduled with accuracy. Should your schedule change, it is the obligation of the associate to immediately convey this information to the appointment staff.

When informed of a service call appointment, associates are advised to contact the client for driving directions and a brief explanation of the nature of the service call. It is also highly recommended to contact the client before the scheduled time of arrival, whenever possible, to re-confirm the appointment and discuss any particulars or details about parking or gaining entrance to the property.

Use one of the popular map creation web sites to obtain driving directions and a map showing the exact location of the service call. In addition to obtaining directions from the client, the use of maps and driving direction from online sources has proven to be a valuable asset in avoiding delays and confusion in executing the service call.

Be polite and respectful at all times in the presence of the customer. Your personal appearance and manners are an important aspect of your interaction with the client. Help us to earn a reputation for friendly, personal service with expert results.

If you perceive a technical problem that might be beyond your abilities, or need direction in how to proceed properly at any time during the service call, contact your supervisor immediately.

Never install unauthorized software on a client's computer system, even at the client's insistence. Our policy for these incidents is zero tolerance. If in doubt regarding authorized software, call your supervisor immediately for assistance.

After each service call it is important to contact the appointment staff with a brief report on the results of the service call and to inform the staff of any additional appointments requested by the customer. This can be accomplished by calling or sending e-mail as soon as possible after the service call.

Always leave the client with additional business cards or other collateral materials that might be passed on to friends and associates. Always thank the customer for calling on Two Computer Guys for computer help and encourage the customer to recommend our services to others.

Minimum Requirements

Associates must demonstrate a firm understanding of personal computers and the ability to provide trouble-shooting services while conducting themselves in a professional manner.

There is no minimum age requirement, but the associate must provide his or her own transportation to and from service calls, so a reliable car is necessary. Consistent problems with punctuality cannot be tolerated.

A cell phone is required and a beeper is recommended. Make sure the appointment staff has your cell and beeper numbers on hand and notify them immediately if these devices change numbers or become unavailable for any reason.

Marketing Methods and Obligations

Two Computer Guys endeavors to maximize our media exposure while minimizing the expense of gaining new customers and retaining current customers. By keeping our expenses as low as possible, we can keep the cost of our services affordable for customers while paying our associates a generous wage.

Over the course of the past few years, we have discovered some effective methods of reaching customers that need computer help. While we run consistent advertisements in a number of print publications, and make every effort to generate positive publicity for the company, it is the pro-active efforts of associates that has proven to be the most effective tool in generating new accounts.

Word-of-Mouth is our greatest asset. Satisfied customers have given our phone number or web site address to others in need of our services. Every customer who appreciates the help and assistance we have provided is likely to share the source of their satisfaction with others. For this reason, the single best tool at our disposal for marketing is to make a favorable impression with every customer.

At the conclusion of every service call, associates should remind customers that we appreciate their business and hope they might recommend us to others.

Another very effective method of marketing our services requires our associates to place flyers and other collateral materials at appropriate locations within their geographical area. Many of our referrals come from flyers and coupons strategically placed at pizza restaurants, ice cream stores, college campuses, grocery stores and other popular places visited by consumers in the associate's immediate area.

Associates should also make the company aware of any affordable localized advertising opportunities available in their immediate area, such as college and/or community newspapers. Such placements benefit the associate's geographic territory, while being paid in full by the company.

Dismissal Policy

Associates will be dismissed for violating standard operating procedures or other misconduct that reflects poorly on the company. No further appointments will be arranged for dismissed associates and previously scheduled appointments will be assigned to other associates.

Frequently Asked Questions

Q: How much money can I make as an associate of Two Computer Guys?

A: Experienced and capable associates can earn \$20 or more per hour. The typical student associate works between two and ten hours per week. The amount of hours worked is directly proportional to the marketing efforts exerted by that associate. Spending two hours each week distributing flyers and coupons can easily result in five to ten hours of work generated for that associate. Associates with full time available to market our services and provide assistance to customers can earn up to \$800 per week or more.

Q: What if I run into a problem I can't solve?

A: The staff at Two Computer Guys has great depth of expertise and many years of experience helping customers with their computer problems. Should you run into a problem that you cannot solve, call your supervisor for help immediately. You will be given assistance over the phone, if possible, or another associate will be dispatched to assist. If the customer prefers, a new appointment can be arranged specifically to tackle the problem at hand. If no assistance can be offered at the time, assure the customer that they will not be charged for the time spent if no help has been provided.

Q: What if I have trouble finding an address?

A: Our policy of always getting directions when re-confirming the appointment with the customer and creating maps online before going on a service call eliminates most of these problems. If you still have trouble, make sure you have the customer's phone number with you for direct contact. As a last resort, call your supervisor to explain the problem, state your present location and ask for assistance.

Q: What is the difference between an employee and an independent contractor?

A: Generally, employees are paid a wage from which taxes and other deductions are withheld. Our associates, as independent contractors, receive compensation for their services without any deductions for taxes or social security payments. It is the responsibility of the independent contractor to report their income to the IRS (if necessary) and make income tax and other associated payments as required by law. Associates may be able to deduct expenses associated with performing their job functions, such as cell phones, tolls, gas, oil, tires, wear and tear on the vehicle and other costs incurred as a direct result of providing services to the company and clients. In no case shall an associate be considered an employee of the company at any time.

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Confirmation and Agreement to Terms

By filling in and signing this form, the associate named below agrees to the terms and conditions set forth in the Two Computer Guys Associate's Manual and asserts his or her intention to abide by these standards while engaged as an associate of Two Computer Guys.

Name _____

Address _____

City, ST, Zip _____

Home Phone _____

Cell Phone _____

Beeper _____

Computer Experience (briefly) _____

I agree to abide by the terms and conditions set forth in this manual

Signature _____

Date _____