



## **CONFIDENTIAL OPERATIONS MANUAL TABLE OF CONTENTS**

- Our professionally written Operations Manual contains over 300 pages and includes everything you need to run a successful Tree Care Business
- Numbers shown are Section Numbers
- Table of Contents included as an Exhibit to the Monster Franchise LLC Franchise Disclosure Document (FDD)

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# RESOURCES SECTION

## VENDORS

- Approved Vendor List

## CHECKLISTS

- Pre-Opening Checklist
- Vehicle and Equipment Checklists
- Permit requirements Checklist

## MARKETING

- Marketing Activity Plan
- Marketing Weapons
- 52-Week Marketing Calendar

## ACCOUNTING

- Chart of Accounts

## HUMAN RESOURCES:

- NFIB - Model Employee Handbook For Small Business
- Employee Handbook Receipt
- Job Application Sample
- Applicant Interview Evaluation Form
- Telephone Reference Check Form
- Job Descriptions:

- Sales Arborist
- Climber
- Crew Leader
- Ground Crew
- Office Administrator
- Crane Operator
- Bucket Truck Operator

## PLANT HEALTH CARE

- Procedures and Pricing Guidelines
- Tree Injection Flow Chart

## SAFETY

- Motor Carrier's Guide to Improving Highway Safety
- Monster Tree Service Employee Safety Manual
- Employee Safety Manual Receipt
- Driver's Daily Inspection Report
- Post Trip Driver Vehicle Inspection
- Accident/Incident Report

## FORMS

- Nondisclosure Agreement
- Waiver Agreement
- Monster Tree Service Terms and Conditions