

Sample Landscaping Co. - Operations SOPs

Sample project built to show the approach - placeholder data, not a real client

SOP-01 Lead intake & estimating

Purpose: every new enquiry gets a same-day reply and a clear quote.

1. Owner: office coordinator. Tool: Jobber Requests + Quotes.
2. Enquiries from the website form, phone and Google Business Profile are logged as a Jobber Request before anything else.
3. Confirm address, lot size (use the measuring tool), service wanted and timing. Tag the request Residential or Commercial.
4. Residential under 1/4 acre: remote quote from the price sheet. Anything larger, or commercial: book an Assessment.
5. Quote shows two options (standard and plus). Photos and notes from the assessment are attached.
6. Jobber follows up on day 2 and day 5. If no answer by day 10, call once, then mark the quote Archived with a reason.

SOP-02 Weather delays & rescheduling

Purpose: rain days never turn into missed clients or surprise visits.

7. Owner: office coordinator, with the crew lead's call on ground conditions by 6:30 am.
8. Rain, high wind or saturated ground: hold mowing. Fertiliser follows the label rain rules.
9. In Jobber, move the day's visits forward one working day by route, not one by one.
10. Send the weather-delay SMS template to every affected client before 8 am.
11. If a route slips two days in a row, add a Saturday catch-up and tell the owner.
12. Log the delay on the Weather Log sheet (date, routes, visits moved) for season reporting.

SOP-03 Job completion, photos & quality control

Purpose: every visit is provable and checked before it's invoiced.

13. Owner: crew lead. Tool: Jobber app visit checklist.
14. Before and after photos from the same two angles, attached to the visit.
15. Checklist: mowed, edged, trimmed, hard surfaces blown, gates closed, no debris left.
16. Any damage, client complaint or skipped area is noted on the visit and flagged to the office the same day.
17. Visit is marked complete only when the checklist and photos are in. The invoice rule then runs.

18. Office spot-checks 10% of visits each week from photos and logs pass / rework on the QC sheet.