



EMPLOYEE TRAINING

FOR

**LANDSCAPING
&
MAINTENANCE**

Overview and Proposal

Course title

LPTP

Landscaping Perfection Training Program

Problem statement

In order to grow in the competitive market place it is necessary to have a quality product which will supply the demand of it. If there is a problem in the delivery of the desired product, and or with the quality control, the tendency towards the market image is negative, which would compromise the acquisition of new clients, to lose old clients and therefore the company's growth would not achieve the desired goal.

The intention of this training proposal is to establish a standard of the quality levels required for a perfect landscaping job / maintenance, and the team interaction between the foreman and his team. The desired automation of the high quality product with the minimum error margin will allow the company to produce more services, keep the high quality standards and be more competitive in the market resulting in more customers therefore the growth of the company will be eminent.

Since the company is planning to grow with a more competitive and aggressive strategy towards it's' competitors, we need to ensure that the flow of more business will not compromise the final quality of the services provided. Once the foreman and the workers will have more area to cover, even if the company hires more employees, it will be more difficult to administrate the quality level in its full extent matching the marketing branding launched by the promotions department.

The actual time required to perform a quality service is not acceptable, because the foreman had to examine the area in which the service is performed twice, besides the constant intervention from the company's' president which has to come to the site personally to ensure quality control. The time spent by the company's president should be spent in a more strategic way at macro and not a micro level.

If the problem is not addressed, even if the company hires more workers, it will increase the time spent by the foreman and the president to check more sites and more time to redo the job which was not done right the first time. Since the offer will not supply the demand with the expected quality in the promised time frame, the company will face a problem with its image in the market. It is difficult to build a good image which relates to quality and professional standards, but it can be lost in a very small time due to word of mouth effect.

The biggest evidence that this problem will not be addressed by only hiring new employees, it is that the final quality control relies only in the company's president intervention. He will not be able to physically inspect all sites; consequently the quality of the services will be compromised. Also, the incidence in which the services were not done right the first time is about 40% in the average being unacceptable by any quality control.

Course format

This course is being developed to ensure the maximum quality on the landscaped job performed with the minimum supervision, since all workers will achieve an optimized knowledge and training of their skills to the maximum level -- in addition to developing a motivational strategy to motivate employees to do a better job and diminish the high turn over of the company.

This course will be a Distribute Learning format. It will utilize all media power such as video, satellite pictures of the landscape to be worked on, photo composition of the site for the client to choose among different options and finally hands on exercise on the field for the learner's evaluation.

Volume of material to be delivered

This instructional will provide the foreman and his team the necessary know-how of how to get the best service outcome at the first time without the need of constant intervention of the foreman. The project requires so many interventions from the foremen because his team does not know how to perform with confidence. Besides the foreman is not communicating effectively with his team to teach them how to do the job the first time consequently the company's president had to spend his time to ensure quality.

Learners will be trained in the whole process of landscaping with interventions to measure the outcome of learned skill on a constant basis. For each video segment showing the correct and incorrect way to perform a task, the learners will have hands on exercise for that segment. Also job aids will be provide to help learners in the field. Such jog aids will be easy to be used in the field; therefore it will be customized for an outside environment. The videos will be show at the office's facility, but the hands on training and evaluation will be performed at a real job environment, providing better transference of the learned skills.

As a final evaluation for each one of the segments, learners will evaluate each others performance in a discussion group, when they will have the opportunity to see in video the footage shot of them.

The foreman and the landscape designer will have a satellite picture training of the landscape to be worked on, photo composition of the site for the client to choose among different options and finally a hands on exercise on the field for the learner's evaluation.

Course length

At total it will be 20 produced videos of two hours each divided in 30 sections administrated in five days laminated job aids will be provided for each trained segment. Besides the professional instructional video, the learners will be shot in group of three, in which they will assess their own performance.

All video training segments will be available online and two computers with internet high speed will be available for the learners to review the lessons as needed, or as the foreman request.

All employees will be required to participate in the training, and they will be receiving their regular wages during the whole training process.

Since all learners have the same entry level skills, the only extra required skill will be how to move a mouse and click on the desired video on the monitor screen for later revision.

Target audience

The target audience is the workers doing the landscaping and the foreman responsible for the groups.

Prerequisites for users of the program

The prerequisites are just being able to work at the landscaping site at the present moment with or with out supervision. It is necessary for the workers to have the basic notion of the equipment operation and maintenance, to follow instructions done by the foreman, and to understand Ingles at the basic level.

Instructional Strategy

The Instructional strategy will be based on the comparison of the correct and incorrect way to perform the task the employees are supposing to do. The instructor will engage the learners in quality assurance by challenging them to make their own association with the characters created for the instruction. The idea is to stimulate the learners to use the character's personality to classify the good from the bad. For example, when someone noticed that his partner is having a bad performance in the task he was assigned; he will call the bad employee by the same name in which the bad employee was named in the video showing a similar circumstance. We want to motivate a collective awareness as which if someone is not performing accordingly, he will be marginalized by the group. It will work as a natural punishment and will reinforce higher quality standards.

All instruction will have a similar format that will repeat itself. For each two hours of class they will have a 15- minute break.

The format for every two hours will be divided by the following:

- 1- Ice breaker specifically related to the subject will be used at the beginning of the session using the subject to be taught and ask questions about it
- 2- Introduction will be 15 minutes and will synthesize what we will be covered in this module
- 3- Opportunities for questions
- 4- Play a 30- minute video
- 5- Group discussion of the video
- 6- Play the 30- minute of the video.
- 7- Group discussion of the video
- 8- Quick recap by the instructor only with the main point of the videos
- 9- Hands-on exercise on the topics covered in this two- hour training module.

The time spent in each module will vary with the complexity of each subject as well as the willingness of the group to participate on the group discussion. The instructor will motivate with personal intervention asking questions for assigned learners, instead of being a voluntary participation.

At the end of each module, the learners will have a job aids in which they will be able to use as they do the practice exercise. At the end of all training they will have all job aids in a unique notebook, laminated and small enough to be carried to the field. Learners will be taught how to use the job aid before they go into the field.

Media Strategy

Video will be the media of choice. The unique angles the camera can show with the desired detail will direct the learner's attention to a specific point without lost attention. For example, a low -angle camera will show how a grass field was uneven; therefore the angle the learner will be seeing it will be as low as ground level. As well as the action and reaction of the characters used to characterize and stereotype the good version of the bad employee will be highly engaging.

Testing/Exercise Strategy

After each 30- minute segment of the video, the learners will have to perform as they saw it on the screen. To facilitate the transference of the learned skills they will be able to use a job aid that will be given as quality assurance. The students will be divided in groups of four and the instructor will give the opportunity for group interaction in quality control, but the instructor will have the final evaluation for each one of the learners using a checklist to evaluate what they do.

Quality Assurance Strategy

As the owner of the company has the exact understanding of how he wants the quality standards to be, he will be responsible for the high standards featured in the instruction.

To make sure the information presented in the instructional is correct, the company's owner will have the supervision of Dr. Robert Smith, who is the subject matter expert in landscaping and engineering. Together they will use the same checklist used by the instructor to evaluate the exercises done by the learners.

Pre-Presentation Directions

The trainer's manual is developed with a power point for illustration and Mr. Luce's speech. Each slide has a respective number which shows in the trainer's manual on the right hand side with the content, directions after slide icon. The slide number will always be on the right of the power point slide. To play the audio in Mr. Luce speech, just change the slide and it will play automatically.

At the left hand side of the trainer's manual you have icons to help you to first visualize the presentation sequence. They are:



Lecture



Group activity



Self-check

At the end of the presentation, please remember to ask the participant to fill out the evaluation form provided with this package.

General Setup.

Before you begin the presentation, check to make sure each of the following are done



1. The room has enough chairs for the learners
2. The power point is loaded in the computer
3. Test the TV or projector
4. Test the audio output from the computer for Mr. Luce's speech



5. Copies of all assessments for the learners
6. Enough pencils for everyone
7. Enough copies of history, rules and the Quality Assurance Check list form
8. Prizes for the winners for the group activity
9. Enough evaluation forms for the training to be done at the end
10. A tag with your learner's name, it will make it easier to call their names
11. Prepare the site outside the office for the Check list exercise
12. Each chair has a copy of the learner's package on it when they arrive
13. Certificate of completion for all learners
14. Beverage and coffee for the breaks
15. Lunch for the bigger break
16. Tanks and clear cups with coke for oil demo.

You received two CDs. One has only the power point presentation and the second CD has all the original content material, including power point, forms, manuals etc. that can be updated or edited as needed.

Sincerely,

Wagner Navac
Instructor Designer

Ice Breaker	Power Point Slide --- 01 <ul style="list-style-type: none"> • Welcome every one and thank you for coming to the training. • There are many tree species we see all the time. Let's play a little game. Please get the paper and pencil you have in your chair and in two minutes write down as many tree species you can. We have a prize for the winner.
 Tree Names	<ul style="list-style-type: none"> • Ask who has more tree names and the persons stands and after saying the written names everyone will clap and the winner will receive a prize.
Discussion	Power Point Slide --- 02 <ul style="list-style-type: none"> • As you notice in this exercise, knowledge is power and as a result of it the winner got a reward, and at the conclusion of this training you will be more knowledgeable. As a result we at the Jubilee Landscape family will be at front of competition with a new practice and standards of operations established at Jubilee Landscape. • Through this training workshop you will learn the high quality control method which will guide the new company's norm.
 Company History	Power Point Slide --- 03 <ul style="list-style-type: none"> • First let's take a look at our internal company's structure. • Jubilee Landscape, Inc. was founded in 1975 by Tynes Stringfellow. • He built this company from a "startup" business to become the dominant landscape construction and landscape Maintenance Company in our region. • In 2004, Mr. Luce and his wife, Anna, purchased the maintenance division of Jubilee Landscape, Inc. The company that you now work for is the result of that purchase. The company is named Jubilee Landscape <u>Management</u>, Inc. • Jubilee Landscape, Inc. continues to operate as the premier landscape construction company in our region focusing on design, construction and installation. • Your company, Jubilee Landscape Management, Inc., focuses on very

	<p>high quality landscape <u>maintenance and management</u>. We are the</p> <ul style="list-style-type: none"> • premier landscape maintenance company in our region. • The word “management” is what separates us from Jubilee Landscape, Inc. and also from our competitors in the market place. You will soon meet members of our staff that include some of the most experienced, knowledgeable and educated associates in our industry. Landscape management through skilled, experienced and knowledgeable associates allows us to provide an exceptionally high quality maintenance product.
 <p>Company Rules</p>	<p>Power Point Slide --- 04</p> <ul style="list-style-type: none"> • Our Mission • To deliver exceptional maintenance to commercial and residential landscapes in our market. <p>Power Point Slide --- 05</p> <ul style="list-style-type: none"> • Our Beliefs and Values • Honesty • Integrity • High Christian Principles <p>Power Point Slide --- 06</p> <ul style="list-style-type: none"> • Our Goals • Serve our clients • Nurture our employees • Increase profitability <p>Power Point Slide --- 07 --- <u>with audio</u></p> <p>Mr. Luce, welcomes the learners, and gives a brief encouragement to the family about the new era they are going through now</p>
 <p>Introduction</p>	<p>Power Point Slide --- 08</p> <p>Go around the room and have each person to give his or her name, and how long they have worked with landscaping and with the company.</p>



Expectations

Power Point Slide --- 09





- Now let's get into some of the information of the training. At the end of this section, there will be a self check to see how well you listened. It is just for your use.
- Jubilee Landscaping has high expectations for all of its employees. We look at every job that we take on as an opportunity to prove our abilities to our client. Every job that you are assigned is an opportunity for you to prove your abilities to us.
- Jubilee Work Rules – copy provided and reviewed
- You are a representative of our company to our clients and the public. You are expected to represent our company very professionally in your personal appearance, your work ethic and most importantly, in the quality of your work. If, for any reason, you are unable to fulfill these expectations, it is your responsibility to communicate these reasons to your supervisor.
- Today you will receive your supervisor's telephone number. It is your responsibility to contact your supervisor before the work day begins if, for reasons beyond your control, you will be late for work or can not work.
- It is also your responsibility to inform your supervisor if you do not understand anything about your job or if you need further training.
- As an employee of Jubilee Landscape Management, Inc. you are a landscape maintenance professional. Our clients hire us because they are willing to pay to have their property professionally maintained. You are responsible for helping insure that they get their money's worth.










Safety

Power Point Slide --- 10

- Your personal safety is very important.
- Today you will receive a pair of safety glasses and hearing protection. It is your responsibility to wear safety glasses and hearing protection whenever you are operating any powered equipment and anytime that you are working with brush or plant material that could harm your eyes.
- Part of a foreman's job is to make sure that all crew are wearing personal protective equipment (PPE).
- The company will provide safety glasses and hearing protection.

	<ul style="list-style-type: none"> You will not be charged for hearing protection but you will be charged to replace lost safety glasses. If safety equipment is not available, for any reason, you will not be allowed to work. You will also be responsible for providing your own gloves and work boots.
 <p>Standards</p>	<p>Power Point Slide --- 11</p> <p>Ask someone to say what having a standard means. If no one volunteers, then ask the most outgoing person to tell what some standards Jubilee Landscaping has are. After the definition everybody should clap for that person.</p>
 <p>Standards</p>	<p>Power Point Slide --- 12</p> <ul style="list-style-type: none"> A Standard is something established by authority, custom, or general consent as a model or example. Today we will learn standards that will make us the best in the landscaping market.
 <p>Quality Assurance Checklist</p>	<p>Power Point Slide --- 13</p> <ul style="list-style-type: none"> The Inspection form has been redesigned to make it easier for you to use. It will also make the inspection much more accurate for personal, managers, and clients. Our new method of measuring quality has a grading system which will ensure a high quality maintenance program. Please look at the new Quality Assurance Checklist. For each item that is not acceptable it will be given a zero (0) grade. For the acceptable item it will be given a one (1) grade. For example, for the Litter collection, if there is no trash, debris, or fallen limbs it will get a one, but if there are cigarette butts on the ground it will be given a zero for that item.
 <p>Quality</p>	<p>Go over the Quality Assurance Checklist with the group outside of the building and have employees to use it around the office. Answer any questions about the form.</p>

Assurance Checklist	
 Good and Bad Employee	<p>Power Point Slide --- 14</p> <ul style="list-style-type: none"> • What is wrong with this picture • That is a good and bad employee. Which one are you, or which one do you want to be?
 Litter	<p>Power Point Slide --- 15</p> <p>Ask the learners to participate and tell things that should be taken from the ground. Motivate with clapping after the participation.</p>
 Litter	<p>Power Point Slide --- 16</p> <ul style="list-style-type: none"> • Upon arrival on a job site, a Jubilee sign is placed at the designated location. • The foreman's first responsibility is to assign a crew member to pick up litter. As we arrive on the site, the foreman will designate and tell you to clean the area. <p>Power Point Slide ---17</p> <ul style="list-style-type: none"> • What should you look for? (Ask participants to list items) • Litter collection • No trash, debris or fallen limbs • No cigarette butts
 Roundup	<p>Power Point Slide --- 18</p> <ul style="list-style-type: none"> • Roundup is an herbicide used to kill undesirable plants. • The foreman's second responsibility is to apply Roundup to weeds using a back pack sprayer. The back pack sprayer should be filled or topped off every morning before leaving the shop. • The mix rate is two ounces of Roundup with one gallon of water. If filling a 3 gallon sprayer, mix 6 ounces of Roundup with 3 gallons of water and shake well. • Roundup should be applied to the leaves of undesirable plants.

	<p>Roundup is absorbed by the plant through the leaves only. It is not absorbed through the roots so application to the soil is not worth while. Weeds over 1 ½ inches should be pulled by hand. Smaller weeds should be sprayed. Usually it takes from one to two weeks for the plant to die. While the foreman is spraying Roundup he should also be inspecting the job site for other details that need attention.</p>
 <p>Self-check</p>	<p>Power Point Slide --- 19</p> <p>Now is the time for you find out how much you have learned. This self-check should take you about five minutes.</p> <ul style="list-style-type: none"> • Ask learners to turn to the self-check 1 • Give participants about 5-8 minutes to complete it. • Read out each sentence giving the correct answer after they complete it.
 <p>Grass</p>	<p>Power Point Slide --- 20</p> <ul style="list-style-type: none"> • Ask learners to turn to the activity self-check 2 and match the height with the appropriate type of grass on the other side of the paper, in group of four.
 <p>Grass</p>	<ul style="list-style-type: none"> • Are you able to identify the common grass types for our area? • Proper mowing height. • Bermuda 1 to 2 inches • Zoysia 1 to 2 inches • Centipede 2 to 2 ½ inches • St. Augustine 3 to 4 inches • We must mow at the appropriate height to avoid scalping. Scalping exposes the stolons and roots of the plant making them more susceptible to damage from insects, fungus and disease. • Always check the condition of your equipment to insure an even cut. Wheels should be adjusted evenly. Damaged or bent guides and wheels should be replaced.



Mowing

Power Point Slide --- 21

- General Mowing guidelines
- Where possible, begin by making two mowing passes the width of the mower around the perimeter of the area. Discharge clippings to the inside.
- Overlap each pass using the following guidelines:
- 21" mower - overlap approximately 2" (5 cm)
- Intermediate walk-behind mower - overlap approximately 4" (10 cm)

Power Point Slide --- 22





- Riding mower - overlap approximately 8" (20 cm)
- Mow in a direction perpendicular (at right angles) to the direction mowed the previous time.
- Clippings can be left on the lawn to decompose which will provide the lawn with nutrients and organic matter.
- Keep mower blades sharp. Dull blades will shred grass instead of cutting it cleanly. As a general rule, you should sharpen mower blades twice a week.



Power Point Slide --- 23




Mow the cut-side first, and then we start to mow in a diagonal patten as we can see on the picture.




Power Point Slide --- 24



- The mower can be also used to mulch leaves and grass clipping. Your supervisor will assist you in determining the proper device for your situation. In some cases you will install a grass catcher on the mower if conditions so warrant.
- When mowing you should make sure you are discharging clippings in a safe direction to avoid putting bystanders or automobiles at risk of being hit by objects propelled by a mower


 <p>Self-check</p>	<p>Power Point Slide --- 25</p> <ul style="list-style-type: none"> • Ask learners to turn to the self-check 3 • Now is the time for you to find out how much you have learned. This self-check should take you about five minutes. • Give participants about 5-8 minutes to complete it. Read out each sentence giving the correct answer after they complete it.
 <p>String Trimming</p>	<p>Power Point Slide --- 26</p> <ul style="list-style-type: none"> • String Trimmers are also known as a Weed Eater. They cut with monofilament string spinning very fast and are not as dangerous as a steel blade. We use string trimmers to cut grass and plants that can not be easily reached with a lawn mower. <p>Power Point Slide --- 27</p> <ul style="list-style-type: none"> • Operator Instructions • Maintenance and lubrication • Air filter • Mixed fuel • How to load string • How to extend string • Proper cutting length • Proper size string • Alternative head styles <p>Power Point Slide --- 28</p> <ul style="list-style-type: none"> • Problems associated with string trimmer operation • Danger to eyes • Scalping sod • Damage to bark of trees and shrubs can kill plants
 <p>Scalped</p>	<p>Power Point Slide --- 29</p> <p>Compare the picture of the picture scalped with the no scalped.</p>
	<p>Power Point Slide --- 30</p> <ul style="list-style-type: none"> • Operator Instructions • Maintenance and lubrication

<p>Stick Edger</p>	<ul style="list-style-type: none"> • Air filter • Mixed fuel • How to change blade • How to adjust guide wheel • Deflector replacement <p>Power Point Slide --- 31</p> <ul style="list-style-type: none"> • Use • Hard edging – edge grass and jasmine on curbs, drives, walks, drains, meter boxes, valve boxes, any hard edge • Soft edging – Maintain a clean edge on mulch beds, color beds, etc. Cuts a well defined line with a vertical edge on sod <p>Power Point Slide --- 32</p> <ul style="list-style-type: none"> • Problems associated with Stick Edger operation • Danger to eyes • Trench edging – hard edging that is too wide • Wide borders resulting from frequent bed edging (soft edging) • Soft edging – failure to remove grass inside of edge line • Snake edging on beds • Damage to irrigation systems, walks, etc.
 <p>Self-check</p>	<p>Power Point Slide --- 33</p> <ul style="list-style-type: none"> • Ask learners to turn to the self-check 4 • Now is the time for you to find out how much you have learned. This self-check should take you about five minutes. • Give participants about 5-8 minutes to complete it. • Read out each sentence giving the correct answer after they complete it.
 <p>Blower Operation</p>	<p>Power Point Slide --- 34</p> <ul style="list-style-type: none"> • Operator Instructions – • Maintenance and lubrication • Air filter • Mixed fuel • Shoulder adjustments <p>Power Point Slide --- 35</p> <ul style="list-style-type: none"> • Use • Cleanup after mow, trim, edge

	<ul style="list-style-type: none"> • Leaf blowing – better than a rake! • Hedge cleanup after shearing hedges <p>Power Point Slide --- 36</p> <ul style="list-style-type: none"> • Problems associated with blower operation • Noise • Blowing leaves and debris into beds, gutters and street • When blowing we collect the debris. Never blow leaves and debris into shrubbery beds.
 <p>Shrub Shearing and Pruning</p>	<p>Power Point Slide --- 37</p> <ul style="list-style-type: none"> • For shearing and pruning purposes, shrubs can be divided in two types, blooming and non-blooming shrubs. Blooming shrubs that we commonly maintain are Azaleas, Sasanquas, Camellias Indian Hawthorne and Hydrangea. These shrubs should only be sheared immediately after they finish blooming. Later in the year they can be carefully hand pruned. Always ask your supervisor before pruning blooming shrubs <p>Power Point Slide --- 38</p> <ul style="list-style-type: none"> • Non-blooming shrubs include Ligustrum, Holly, Yaupon, Cleyera and Boxwood. They can be pruned any time of the year as long as it is a light pruning. Heavy pruning should not be executed any later than the end of August. The reason for this is that the new growth stimulated by pruning may not harden off before the first freeze which may cause serious damage.
 <p>Liriope and Mondo grass</p>	<p>Power Point Slide --- 39</p> <p>Bonus question can you differentiate between Liriope and Mondo grass? Get a prize if you know it. Give the prize and every one clap.</p>
 <p>Ground Cover</p>	<p>Power Point Slide --- 40</p> <ul style="list-style-type: none"> • Just like Shrubs, we have the same issue, we need to be careful not to prune too late in the season as freezing temperatures will damage new growth. • Liriope – Cut back in January to crown. Maintain lines (hand pull if necessary). Keep leaf and weed free. • Mondo grass – Do not cut back in January. Maintain lines (hand pull if necessary). Keep leaf and weed free. • Asiatic Jasmine – Cut to 3 inches in early February. Trim level to a maximum height of 10". Edge weekly in growing season and roll edges.

	Keep leaf and weed free. Always maintain a uniform appearance.
 <p>Pruning</p>	<p>Power Point Slide --- 41</p> <ul style="list-style-type: none"> • The Foreman is the responsible for pruning trees. • When pruning, it is important to identify the branch collar, which is the swollen area at the base of the branch, where the branch joins the tree trunk. • Pruning limbs at the edge of the branch collar keeps the branch's own protective zone intact and keeps decay from entering the trunk. • Leaving a stub beyond the edge of the branch collar should also be avoided as this, too, can result in decay spreading into the trunk of the tree. • When pruning trees, follow the three-cut method: • Cut 1: Begin the cut from underneath the branch and cut into the branch approximately one quarter of the branch's diameter, • Cut 2: Approximately 6" (15 cm) out from Cut 1, cut down from the top of the branch until the branch releases, • Cut 3: Make the final cut just beyond the area where the branch bark collar is visible, Make this cut at a 90 degree angle to the branch (not to the trunk of the tree),
 <p>Flower Maintenance</p>	<p>Power Point Slide --- 42</p> <ul style="list-style-type: none"> • Dead head declining blossoms. We do not want the plant to use energy to produce seeds. Remove and dispose of yellow leaves. Be alert for disease & insects. Keep plants growing inside of bed. Maintain even height and a uniform look. You should report to your supervisor any indication of an insect infestation. If you see leaves that appear to have been eaten, even if you do not see the insect, you should notify your supervisor for inspection. As soon as we identify a disease it should be treated to avoid further contamination. <p>Power Point Slide --- 43</p> <ul style="list-style-type: none"> • Perennial Maintenance - Dead head spent blossoms, why. Remove yellow leaves. Be alert for disease & insects. Keep inside of bed. Maintain even height, uniform look.
 <p>Self-check</p>	<p>Power Point Slide --- 44</p> <ul style="list-style-type: none"> • Ask learners to turn to the self-check 5 • Now is the time for you find out how much you have learned. This self-check should take you about five minutes. • Give participants about 5-8 minutes to complete it. • Read out each sentence giving the correct answer after they complete it.

 <p>Biggest Vehicle</p>	<p>Power Point Slide --- 45</p> <ul style="list-style-type: none"> • Ask among the learners the biggest vehicle they have ever driven.
 <p>Equipment Maintenance</p>	<p>Power Point Slide ---46</p> <ul style="list-style-type: none"> • Equipment Maintenance is daily responsibility of the Foreman. • Trucks – Daily oil, brake, transmission & fuel daily. The truck should be full in the morning before it goes out. Air pressure check, lights check should be also checked if they are working properly. • Trailers –Inspect safety chains, and lights. Hitch condition is one of most important things to be checked, and if it fails it can cause a serious accident, so make sure it is properly connected to the truck. • Mowers Riders, Walk behind – Check oil daily, hydraulic fluid check, air filter inspect, tire pressure check daily. Grease, sharpen blades weekly. • Check oil, air filter inspect daily. Grease and sharpen blades weekly. • String Trimmers – Air filter check, weekly grease daily. Make sure the air filter is properly inserted. • Stick Edgers - Air filter check daily, grease weekly • Backpack Blowers - Air filter check daily, grease weekly • Hedge trimmers - Air filter check daily, grease weekly. Also if necessary adjust the blades to avoid any gap between the reciprocating blades. • Chainsaws – before putting -- fuel full, oil full, chain adjusted, inspect chain to make sure it is in good condition and tight. <p>Power Point Slide --- 47</p> <ul style="list-style-type: none"> • Most of ours hand tools are two-cycle engine that require a mixing of oil and gasoline. Use 2 cycle engine oil only. The mix rate is 50 parts of gasoline to one part of oil. Most commonly you will be mixing a two and a half or a five gallon tank. Two point six ounces for one gallon tank, in a two and a half gallon gas tank would have six point five ounces of two cycle oil. A five gallon gas tank should have 13 ounces of two cycle oil added to it. • Have clean cups and gas tanks to show how much oil.

	<ul style="list-style-type: none"> • 1 gallon tanks = 2.6 ounces oil • 2 ½ gallon tank = 6 ½ ounces oil • 5 gallon tank = 13 ounces oil • Chainsaws can only be operated by an authorized person by the foreman. Do not try to operate it if you do not have the formal training, or you can hurt yourself. It is very danger equipment. Special adjustments should be made before the operation to avoid equipment damage and personal injury. • We made it! Now we have the knowledge to be the best. Congratulations to you all that came to learn how we will work together with the intention to be the best in the market. We will have a certificate for you to remember that now we have the power of knowledge, and the tools to make our company better.
	<p>Power Point Slide --- 48</p> <p>Certificate delivery. Call each learner by name and give a certificate of graduation.</p>
<p>The End</p>	<p>Power Point Slide --- 49 <u>with audio</u></p> <p>Mr. Luce's picture and speech on the screen congratulating learners and stating that we are the best.</p> <p><u>Power Point Slide --- 50 LOGO</u></p>

Jubilee Landscape Management, Inc.
Work Rules
Adopted August 1, 2005
Revised December 15, 2005

1. **No alcohol or drugs will be tolerated on the job, in a company vehicle or on JLM premises.**
2. **JLM employees will respect each other. Fighting, cursing, threatening or harassing behavior will not be tolerated.**
3. **Our reputation as professionals is at stake on each jobsite. Sloppy appearance, rude behavior, horseplay, negligence toward equipment or property will not be tolerated.**
4. **Smoking is not allowed on a jobsite outside of JLM vehicles. Cigarette and cigar butts should be taken off the property and properly disposed of.**
5. **Non-emergency cell phone use while on jobsites is not allowed.**
6. **Safety glasses and ear plugs are required when operating powered equipment.**
7. **Attendance: Employees are expected to report to work each day on time. If an employee needs to miss a day of work, they should notify the supervisor before the shift is scheduled to start. Calls should be made to the supervisor, by the employee. Failure to notify the supervisor before the start time will be treated as an unexcused absence. Two unexcused absences in a six month period could result in termination.**

For scheduled absences, such as appointments, please notify the supervisor at least one day in advance.

Excessive tardiness will be handled through progressive discipline, including verbal warning, written warning and termination.

8. **Employees should clock in and out each day. Clocking in or out for another employee is not allowed. Any handwritten times have to be initialed by the foreman.**
9. **Uniforms: Uniforms are part of a professional appearance. All employees are expected to report to work in uniform each day. Uniforms consist of a Jubilee shirt and khaki pants or shorts. If a hat is worn, it has to be a Jubilee hat or a broad brimmed hat. Under no circumstances will hats be allowed with logos, team names or other messages. No cut-off shorts are permitted. Shirt tails should be tucked in. Reporting to work out of uniform will be**

treated with progressive discipline including a verbal warning, a written warning, suspension and termination. If JLM has no shirts in stock, the supervisor can give written permission to an employee to be out of uniform.

Probationary Period for New Hires (30 Days)

To successfully complete the probationary period, an employee should:

Be on time each day

Be at work every day with no unscheduled absences

Have proper appearance including the proper uniform

Demonstrate a willingness to cooperate and learn.

Foremen Responsibilities:

- 1. Demonstrate leadership, organizational and knowledge requirements necessary to handle a maintenance crew.**
- 2. Complete and turn in daily time sheets.**
- 3. Complete and turn in weekly equipment inventory.**
- 4. See that truck is loaded with the equipment needed to complete the day's work.**
- 5. Maintain a set of hand tools for field repairs.**
- 6. Have the truck and other equipment washed and cleaned weekly. Have debris and trash removed from the truck daily.**
- 7. Wash mowers daily to prevent the spread of disease.**
- 8. Be able to identify fungus and insect infestation and report it to his supervisor.**
- 9. Know proper pruning techniques.**
- 10. Know the proper mowing heights for various grass types**

Foremen are JLM's primary sales force. A professional appearance and courteous attitude are essential.

*Jubilee Landscape Management, Inc.
Quality Assurance Checklist*

Job _____ **Foreman** _____

Litter collection

- _____ No trash, debris or fallen limbs
- _____ No cigarette butts

Weeding

- _____ Ground cover weed free
- _____ Shrubbery beds weed free
- _____ No vines, sprouting trees, palms and/or undesirable plant material
- _____ Turf weed free

Lawn

- _____ Mowed at proper height
- _____ Cross cut where possible
- _____ No grass clipping accumulations
- _____ No sod scalped
- _____ No dead, dying or diseased sod patches
- _____ Lawn is weed free

Edging

- _____ Edges between sod and ground cover maintained neat, straight and orderly
- _____ Border between sod edge and ground cover edge no more than 2 1/2 inches
- _____ All walks, drives and curb edges maintained
- _____ All curbs, meter boxes, valve boxes and catch basins edged

Ground cover

- _____ Maintained at uniform height
- _____ Jasmine & other vines no higher than 10 inches
- _____ Jasmine edges rolled not square
- _____ Definition maintained between ground cover and other plant material
- _____ Juniper hand pruned at curb - natural look
- _____ Juniper free of dead or declining branches

Shrub and tree pruning and shearing

- _____ No dead trees or shrubs
- _____ Hedges & plant groupings - uniform height

- _____ All pruning according to horticultural standards
- _____ No plant material touching structure
- _____ Definition maintained between plants
- _____ Tree canopies maintained at or above 6 feet
- _____ Sucker growth and water sprouts removed up to 6' on tree form shrubs
- _____ Palms free of blooms or fruit
- _____ No palm fronds growing at angle from trunk of 90 degrees or less
- _____ No brown or declining fronds

Mulch

- _____ Mulch kept neat & within boundaries
- _____ No grass clippings or leaves blown on mulch

Color beds

- _____ Plants 80% free of declining blooms and yellow leaves
- _____ Plants maintained at uniform height
- _____ Plants insect free
- _____ Plants disease free
- _____ Mulch – fresh or turned
- _____ Edges neat and straight

Irrigation system

- _____ Date and time correct on controller
- _____ All zones identified on label in controller
- _____ All rotors operational
- _____ All sprays operational
- _____ Seasonal and weather related adjustments made

Special

- _____ Fig vine tightly sheared against wall
- _____ New Fig vine growth not over 3 inches or on woodwork
- _____ Special requests observed
- _____ No ant mounds
- _____ Water hoses neatly stored

Score _____ /50 = _____ % **Comments** _____

Inspected by: _____ Date: _____



Self-check 1

Please fill the blanks.

1- It is your responsibility to contact your supervisor _____, for reasons beyond your control, such as you will be late for work or can not work.

2 -Your personal _____ is very important.

3 - It is your responsibility to wear _____and _____whenever you are operating any powered equipment and anytime that you are working with brush or plant.

4 - A _____ is something established by authority, custom, or general consent as a model or example.

5 - The _____ first responsibility is to assign a crew member to pick up litter.

6 - Roundup is an herbicide used to _____plants.

7 - The _____ second responsibility is to apply Roundup



Self-check 2

Please match the names to the pictures.



A

	St. Augustine 3 to 4 inches.
	Bermuda 1 to 2 inches
	Centipede 2 to 2 ½ inches
	Zoysia 1 to 2 inches



B



C



D



Self-check 3

Please fill the blanks.

1- Where possible, begin by making two mowing passes the width of the mower around the perimeter of the area. Discharge clippings to the _____.

2- _____" mower - overlap approximately 2" (5 cm)

3- _____mower - overlap approximately 4" (10 cm)

4- _____ overlap approximately 8" (20 cm)

5- The mower can be also used to _____ leaves and grass clipping.

6- In some cases you will install a _____ _____ on the mower if conditions so warrant.

7- _____ edging – edge grass and jasmine on curbs, drives, walks, drains, meter boxes, valve boxes.

8 - _____ edging – Maintain a clean edge on mulch beds, color beds, etc.



Self-check 4

Please fill the blanks.

1- Blooming shrubs that we commonly maintain are _____ , _____ , _____ and _____. These shrubs should only be sheared immediately after they finish blooming.

2- Ligustrum, Holly, Yaupon, Cleyera and Boxwood. They can be pruned _____ as long as it is a light pruning. _____ pruning should not be executed any later than the end of August.

Please match the names to the pictures.



A



B



C

	Liriope – Cut back in January to crown
	Asiatic Jasmine – Cut to 3 inches in early February.
	Mondo grass – Do not cut back in January.

Please fill the blanks.

1- The _____ is the responsible for pruning trees.

2- Problems associated with _____ operation is noise _____ leaves and debris into beds, gutters and street

3- You should _____ to your supervisor any indication of an insect infestation.

4- Dead head spent blossoms, why. Remove _____ leaves. Be alert for _____ & _____ Keep inside of bed. Maintain even height, _____ look.



Self-check 5

1- Problems associated with blower operation are? List four.

2- Shrubs can be divided in two types, _____ and _____ shrubs.

3- Azaleas, Sasanquas, Camellias Indian Hawthorne and Hydrangea are?

4- Ligustrum, Holly, Yaupon, Cleyera and Boxwood are?

5- _____ – Cut back in January to crown. Maintain lines (hand pull if necessary).

Keep leaf and weed free.

6- _____ – Do not cut back in January. Maintain lines (hand pull if necessary).

Keep leaf and weed free.

7- _____ – Cut to 3 inches in early February. Trim level to a maximum height of 10”.

Edge weekly in growing season and roll edges. Keep leaf and weed free.

Always maintain a uniform appearance.

8- Perennial Maintenance - Dead head spent blossoms, why?

9- The _____ is the responsible for pruning trees.

10- You should _____ to your supervisor any indication of an insect infestation.

11- Would you recommend this training to your others?

()

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()

Not at all

Maybe

Sure

Final evaluation

The purpose of this evaluation is to document the effectiveness of the training. Through this revision we will verify in the field any unforeseen scenario which for any reason escaped from our planning phase. If necessary, a corrective action will take place to ensure the maximum quality training possible.

Subjects

Evaluation forms will be sent to managers in 10 different locations. The items specified in the forms will be used to determine the satisfaction level of the customers. The main supervisors will also be checking all details at the site and comparing the results with the foreman who is on the job. A group of workers will be the focus group and will fill the same forms as the managers, supervisors and foreman did. Results will be evaluated for any discrepancies on the jobs performed by the workers and the quality standard expected by the managers, supervisors, and foreman. If the answers in the forms done by the workers matches the other forms, it means that the workers learned the instruction at an acceptable level, otherwise a revision should be performed on the discrepant instructional material.

Assuring equal representation

The equal representation will be provided by having an evaluation form for 10 clients, five supervisors and the five foremen and workers. The main group for equal representation for the workers will be insured by choosing as the following:

- a- Four American women. Two with the highest experience and two with the least experience
- b- Four non-American women. Two with the highest experience and two with the least experience
- c- Four American men. Two with the highest experience and two with the least experience
- d- Four non-American men. Two with the highest experience and two with the least experience

Evaluation Procedures

The clients check list job orders will be the initial generator for all other evaluation forms. The supervisor will pass the order to the foreman with what should be done and the correct process for each procedure. So the forms to be created go from less technical, in the case from the one customer, to more technical for the supervisor and foreman. It will provide the detailed information of what was expected and what was provided. This way we will be able to compare the initial input with the final product and evaluate the satisfaction level of the customer with the quality control from our team.

As described below are the items and sequence of the evaluation.

- 1- Standards from a marginal non-acceptable or an average job
- 2- Application of the correct technique and standards.

- 3- Tasks performed without priority supervision
- 4- Equipment operation
- 5- Visual esthetic of the landscape in which the service is performed
- 6- Potential problems, such as plant disease

First it will be done an evaluation if all items above had a satisfactory performance by the workers. A scale from one to ten will be the measurement format for the evaluation. In order to get a satisfactory grade it will be necessary to get a nine in the score scale. If a less than nine is granted, a further revision will be necessary for the failed section of the instructional.

Length

The 10 sites will be chosen and evaluated in a three -month period.

Revisions

If a strong discrepancy among any one of the three evaluations are found, a revision should be done in the instruction. Through the final evaluation process we will find if any part of the instructional is not being effective enough to teach the workers. Once the section of instructional which needs improvement is detected by the evaluation forms if necessary, a new production will be provided to fix the ineffective sector of the instructional.

Simulation Jubilee Landscape, Management Inc

Purpose

The purpose is to exercise the skills learned at the training for Quality Assurance Checklist done at Jubilee Landscape, Management Inc.

Time

You will have 50 minutes to complete this simulation. It will include the time to go to the list site and use the Quality Assurance Checklist as well as to correct the wrong answers resulting from the exercise.

Materials

Quality Assurance Checklist

A landscape site in progress with all items covered in the lecture's simulation; with each covered topic as it shows in the Instructor's Training manual.

Graphics/artwork

Quality Assurance Checklist

Resources

Quality Assurance Checklist Jubilee Landscape, Management Inc

Background Information

Read Instructor's training manual for Quality Assurance Checklist Jubilee Landscape, Management Inc

Introductory Paragraph

The intention of this simulation is to exercise the new learned skills in the training offered at Quality Assurance Checklist by Jubilee Landscape, Management Inc. The team that works at landscaping sites is composed by one foreman and about five workers. The new quality control standard learned has a checklist which is used at the end of the landscaping services, it has the finality to maintain the standards at a high level. Each worker will have the opportunity to play the role as a foreman, good employee and bad employee. Also, we will provide a third

participant which will be the supervisor with the intention to find the one responsible for a job not well done. For each item they will change the roles and the one playing the supervisor role has to evaluate the other's performance and to find the responsible person for a bad job and to stimulate conflict.

Parts or Roles

The good employee

He does the job well, fast and precise, is always careful to use the equipment, uses all the knowledge learned in the training and is always alert to avoid any accident.

The bad employee.

He is a sloppy worker, there is always something that is not completed in the job he does. For example he is not able to cut the grass in a straight line, and he does it very slowly. He is not careful with his equipment throwing it to the ground for example, is always breaking the safety rules.

The foreman

The foreman is always struggling between the bad employee and the supervisor. The good employee never has any kind of problem with the foreman, but the bad employee is always giving the foreman a lot of work because the foreman has to do the bad service again or he has to hear the complaint from the supervisor.

The supervisor.

The supervisor is always looking for imperfections on the site and complaining with the foreman about the problems. He is not a bad person, but he is very insistent to make sure the job is done well.

Directions or Procedure

Each member of the team will have the opportunity to play a different role besides his on the job. Ask the team workers to keep the tension high when the supervisor comes to do a final Quality Assurance Checklist, this way they will experience first hand the consequences of a good or bad experience.

Conclusion/outcome/decision

After each role exchange, ask the learners to express their opinion of how they felt walking in someone else's shoes.

Reproduction, distribution, and implementation

Reproduction

The DVD matrix and authoring will be done in house by the same production team that produced the video. Also, the job aid will be produced and printed out in house, only needing to laminate at an Office Depot store.

Distribution

After the video has been produced it will be available at www for further reference of the learners. A compression of the video for web and upload will be provided by the production team as well. The computer to be used will be the main office computer which will be moved to the main entrance for easier access.

Implementation

As the facilitator will be conducting the instruction, it will be necessary a room for the presentation microphone and a sound system. The sound system should be also connected to a wall video projector with a wide screen big enough for the whole class to see it in detail.

List of needed hardware:

- Big video projector screen
- Sound system
- Microphone
- Wall video projector
- DVD player with remote control
- Chairs to accommodate all learners
- Desk for the facilitator
- Laser pointer for the facilitator

After the instruction, a site for exercises and evaluation will be needed to be set outside of the classroom. Please note the sequence and modules presented in the video, because the necessary hardware and same scenery should be available in time for the students to practice as the instruction progresses.