

# Sod Solutions Maintenance Provider Question and Answer



## What is the protocol to become an Sod Solutions Maintenance Provider?

- Companies will need to provide testimonials from three previous customers.
- If the maintenance company has never worked with a Sod Solutions' product and cannot provide testimonials, Sod Solutions will make two site visits to lawns you currently maintain.
- Company managers or team leaders must pass the EMPIRE Turf maintenance test
- Company performs high quality work and stands behind the work.
- Company offers a timely follow up (48 hours) to email leads.
- Company offers free maintenance estimates.

## What knowledge is required for a maintenance professional to be listed as a Maintenance Provider on the Sod Solutions' Maintenance Provider page?

Company managers or team leaders maintaining EMPIRE Turf lawns must demonstrate their proficiency on cultural practices, as well as pesticide and irrigation knowledge.

## What are the requirements for companies to demonstrate this knowledge?

Company managers or team leaders who have employees maintaining EMPIRE Turf lawns will be required to pass an online test. Study materials will be available. Once the test is completed, you will receive a Sod Solutions' Maintenance Team card. Sod Solutions regularly presents Lunch & Learn seminars for those wanting a more in-depth presentation on maintaining EMPIRE Turf, the proven zoysia grass.

## How often will a Maintenance Provider be required to demonstrate their knowledge?

Any company manager or team leader who have not completed the test or who's membership has expired, will be required to take the test. It is the responsibility of each company to mandate every company manager or team leader takes the exam.

## Is every applicator required to take the proficiency test, and how do we get Sod Solutions help should a problem arise?

Every company manager or team leader who is manages or is leading a crew maintaining EMPIRE Turf is required to pass the proficiency test. It is the responsibility of the managers or team leader who pass the EMPIRE Turf test to pass on the information to their crews. If you would like to schedule a Lunch and Learn for your whole company please contact a Sod Solutions' employee to set up a meeting.

## What is required to set up a company?

- A list of cities and counties your company services.
- A list of services you offer:
  - Pesticide & Fertility Application
  - General lawn maintenance only services, i.e.: non-chemical services
  - Or all of the above

Each company with Sod Solutions Maintenance Provider Members will be required to provide a primary contact person, email address, phone number, physical address and a description of your company to be listed on the EMPIRE Turf website.