



CSLB C-36 991276

Coast View Plumbing and Restoration

Here's a tighter, cleaner operational version you can use internally for 1-Tom-Plumber dispatchers and technicians as a quick-reference daily process guide.

1-Tom-Plumber Anaheim

24/7 Dispatch & Technician Success Guide

Main Dispatch

Main Dispatch: (714) 769-6300

Pink Callers: (714) 769-6300

Dispatcher Team & Schedule

Jezryl

(562) 231-6701

(714) 340-5686

Schedule:

- Mon–Fri: 7:00 AM – 5:00 PM
 - Sat: 4:00 PM – 4:00 AM
 - Sun: OFF
-

Victoria

(714) 340-5686

Schedule:

- Mon–Thu: 4:00 AM – 4:00 PM
- Fri: OFF



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- Sat–Sun: 4:00 AM – 4:00 PM
-

Maria

(714) 340-5686

Schedule:

- Mon–Fri: 4:00 PM – 4:00 AM
 - Sat: OFF
 - Sun: 4:00 PM – 4:00 AM
-

Technician Team

Michael

(714) 801-6234

Eddie

(714) 801-6265

Bryan

(714) 801-6280

Aidan — Business Development

(714) 801-6000

TOP 10 DISPATCHER RULES

(Simple Daily Reminder)



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1. Confirm Appointment BEFORE Dispatch

Never assume customer is ready.

2. Verify Address

Apartment, gate, suite, parking, pets.

3. Verify Decision Maker

Make sure approving party is onsite.

4. Explain Arrival Window Clearly

Always set expectations.

5. Match Right Tech to Right Call

Drain, leak, sewer, heater, commercial, etc.

6. Read ALL Job Notes

Incomplete notes create callbacks and wasted trips.

7. Confirm Tech is En Route

Customer should know truck is coming.



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8. Update Delays Immediately

Never surprise customers with silence.

9. Debrief Every Technician

No exceptions after every call.

10. End Every Call Professionally

Calm voice. Clear communication. Positive energy.

TOP 10 TECHNICIAN RULES

(Simple Field Reminder)

1. Read Dispatch Notes BEFORE Driving

2. Call/Text On Arrival

3. Verify Customer Concern

Never assume issue from notes alone.

4. Inspect Before Pricing

5. Present Options Clearly



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Good / Better / Best

6. Get Approval BEFORE Work Begins

7. Take Photos & Document Everything

8. Test All Repairs Before Leaving

9. Leave Work Area Cleaner Than Found

10. Close Strong

Collect payment, explain warranty, request review.

“NO CONFUSION” RULE

BEFORE THE TRUCK MOVES:

- ✓ Customer confirmed
 - ✓ Address confirmed
 - ✓ Scope confirmed
 - ✓ Tech confirmed
 - ✓ ETA confirmed
 - ✓ Decision maker confirmed
-

“NO CALLBACK” RULE



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BEFORE THE TECH LEAVES:

- ✓ Repair tested
- ✓ Customer satisfied
- ✓ Payment collected
- ✓ Photos uploaded
- ✓ Notes completed

1-Tom-Plumber Standard

Dispatchers Create Confidence.

Technicians Create Trust.

Communication Prevents Chaos.

Based on dispatcher workflow, technician debriefing, and happy-call operational systems from your uploaded training documents. *PSI.docx PSI.docx*