



JKC INITIAL TRAINING MATERIAL UPDATES

The following highlights key content changes made in the various training sessions. Three common changes throughout all training topics include:

1. Language changes to the manual as a whole to better reflect the independent contractor concept
2. References to employees updated to workers
3. References to the Franchisee Portal and instructions on how to get set-up and access the User Guide where applicable

The following table itemizes any additional changes by training topic.

TRAINING TOPIC	UPDATE(S)
Session 1: Safety	1. Updated Video
Session 2: Communications	<ol style="list-style-type: none"> 1. Addition of Face-to-Face Communication Tips and Telephone Procedures/Etiquette 2. Removal of references to Past Performance Sheet 3. Updates to the 7-Step Cancellation Process 4. Updated references to Franchisee Portal throughout
Session 3: Servicing Accounts	<i>No additional changes.</i>
Session 4: Revenue, Forms & Insurance	1. Updates to system screenshots
Session 5: Restroom Cleaning	1. Updated Video
Session 6: Office/Window Cleaning	1. Updated Video
Session 7: Floor Maintenance & Cleaning	<ol style="list-style-type: none"> 1. All topics combined into one session 2. Updated Video
Session 8 – Carpet/Upholstery Cleaning	1. Updated Video

<p>Session 9 – Contract Sales</p>	<ol style="list-style-type: none"> 1. Addition of Digital Marketing 2. Updated scripts throughout 3. Updates to calculating labour costs to better reflect the process 4. Updates to Understanding the Jani-King Proposal to reflect the use of Tri-Party Maintenance Agreements and the JKC Proposal Template
<p>Session 10 – Efficiencies in Large Accounts</p>	<ol style="list-style-type: none"> 1. Removal of reference to part-time worker in the Worker section 2. Updated Planning Checklist
<p>Session 11 – Policies & Procedures</p>	<p><i>Policies & Procedures Manual updates in progress.</i></p>
<p>Session 12 – Franchise Operations Manual</p>	<ol style="list-style-type: none"> 1. References added to include Backpack Vacuum Cleaners 2. Removed Franchise Portal User Guide and updated with references to find the most current version