Standard Operating Procedure (SOP)
Post-Application Site Assessment and Client Communication

This SOP details the **post-application site assessment and client communication** process, including thorough evaluation of treated areas to ensure application effectiveness, identification of any potential issues or damage, documentation of findings, and clear communication with the client. The aim is to maintain high service quality, address client concerns promptly, and ensure satisfaction through transparent and professional follow-up procedures.

1. Purpose

To establish a standardized process for evaluating treated sites post-application and effectively communicating results, concerns, and resolutions with clients.

2. Scope

This SOP applies to all team members responsible for application, assessment, and client communication after service delivery.

3. Responsibilities

- **Technicians:** Perform site assessments, document findings, and initiate client communication.
- **Supervisors:** Review assessments, support resolution of issues, and ensure client satisfaction.
- **Client Service Team:** Maintain records and follow up on client communications.

4. Procedure

1. **Preparation**
    - Gather necessary PPE and assessment tools.
    - Review application records and specific client requests or previous issues.
2. **Conduct Site Assessment**
    - Visually inspect all treated areas for:
        - Effectiveness of the application
        - Signs of damage (e.g., to property, landscaping, or equipment)
        - Presence of unintended effects or leftover product
    - Take clear, date-stamped photos of key areas.
    - Record any immediate concerns or client feedback received onsite.
3. **Documentation**
    - Complete the **Post-Application Assessment Form** (see template below).
    - Upload images and notes to the client service log/database.
    - If issues are detected, escalate to supervisor immediately.
4. **Client Communication**
    - Communicate with the client within **24 hours** of assessment via their preferred method (call or email):
        - Summarize findings clearly and professionally.

        - Disclose any issues and proposed resolutions.
        - Invite questions, concerns, or feedback.
    - Record all client communications in the client file.

5. **Follow-up & Resolution**
    - Address any client concerns or issues as per service policy.
    - Confirm resolution and satisfaction with the client.
    - Document closure of issue in the service log.

5. Documentation Template: Post-Application Assessment Form

Field	Description
Date/Time of Assessment	[Enter date and time]
Client Name & Location	[Enter client name and service address]
Technician(s) Name(s)	[Enter names]
Summary of Findings	[Describe assessment results]
Photos Attached	[List or link to attached files]
Issues Noted	[Describe any issues or concerns]
Actions Taken/Recommended	[List corrective actions completed or needed]
Client Notified	[Date/method of notification]
Client Feedback/Comments	[Summarize any response or feedback]
Follow-up Required	[Yes/No and details]

6. Revision & Review

This SOP is to be reviewed annually or upon any significant change in procedure, client requirements, or service standards.