



## **POOL DOCTOR SERVICE & SUPPLIES, INC.**

2104 Del Prado Blvd S Ste 1, Cape Coral, FL 33990 • P: (239) 574-1133 • F: (239) 772-3451  
MyPoolDoctor.com • State Certified, Licensed & Insured #CPC057088

### **Dear Applicant:**

Thank you for your interest in The Pool Doctor Service & Supplies, Inc (The Pool Doctor). The beginning of many long and mutually beneficial relationships has begun right here! We are looking for people that can grow with our business.

If you are applying for the pool tech position you must have a Florida Driver's License and be at least 19 years old. If you've been convicted of two or more moving vehicle violations in the last three years or a DUI in the last seven years, your driving record will not meet the minimum criteria for our insurance company, and we are unable to consider you for a position which would include driving as part of the essential functions of the job. Completion of a driving course after a conviction does not alter the requirement in any way for an acceptable driving record.

We are an equal opportunity employer. This means that we do not discriminate against any applicant or team member based on race, religion, sex, national origin, color, genetic makeup or any other Federal, state or local "protected class."

All applicants offered a position will be required to pass a pre-employment drug test and criminal background screening. To be considered for employment, please complete the following:

### **Step One**

- Print out this entire packet, read and complete all pages. Set aside the first seven pages. Now you will work with the remaining pages: Move page 8, the Strategic Vision Questionnaire, to behind page 13, and staple them together so the order will be 9, 10, 11, 12, 13, 8. Complete page 14 and have it available should it be requested at the conclusion of the "Join the Team" seminar.

### **Step Two**

- Bring the application with you when you attend the next "Join the Team" seminar scheduled at the time listed in the Craig's List ad.

We look forward to meeting you at the "Join the Team" Seminar!

*Mark Forster*

Mark E. Forster, President

## OUR STRATEGIC VISION: THE POOL DOCTOR SPARKLE!

### Guiding Principles

The Pool Doctor is a family owned business serving Cape Coral and Lee County residents and commercial property managers for over 30 years. We work in a number of different business segments. The service segment provides weekly pool service for residential and commercial pools. The repair department fixes pool equipment and installs new equipment. The retail store sells pool supplies and equipment. The office is responsible for coordinating the above activities, and for selling larger items such as heat pumps and portable spas.

First, we'd like to review the primary purpose of this business. The Pool Doctor is a mechanism for the maturing and training of people. The pool service, repair and retail business is just the context in which we operate. Let me say this again: The Pool Doctor is here so we can all learn, grow and mature. If you have an interest in learning, growing and maturing, this is definitely the place for you! If you do not, we wish you much success in your future endeavors.

The purpose of this document is to set forth the strategic vision of the Pool Doctor. The vision was created to benefit all of us: team members, customers, and owners. If all share the vision, this will be a positive place to work where all can learn, grow, mature and realize the rewards of success. Customers will appreciate our service and products, and refer others. The owners will be pleased with the financial results of the business.

The overriding guiding principle of The Pool Doctor is the "Golden Rule" which states: **"Do to others as you would have them do to you."** Most religions of the world have a version of this statement as the underlying principal which is to guide all human behavior. We can understand how to apply this principle more successfully if we break it down into **integrity, respect, service, safety and efficiency**.

**Integrity** can be defined as being upright, honest, respectful and sincere. It can also be defined as doing what is right when no one is looking. Having integrity means that when an error is made, you admit it as opposed to hiding it. Integrity is a core principle to be applied in all dealings with customers, team members and suppliers. We will expect you to act with integrity; and you should expect us to do so as well.

Falsifying a timesheet demonstrates a complete lack of integrity and will result in termination.

Everybody wants to be respected, but not everyone treats others with **respect**. We seek to foster an environment where all are respected. You are to treat customers and co-workers with respect at all times. If you have been wronged, you are to treat the other party with respect and bring your concern to management for evaluation and assistance. We are all different in many ways and we should respect these differences. Each employee is here to grow, encourage one another, and get the job done. Gossip and negative comments and attitudes are examples of the opposite of respect.

**Service** is the act of working for the benefit of others. Team members serve our customers. Management serves our customers and our team members. The owners serve our team members by providing fair compensation and opportunities to learn, grow and succeed in the workplace and in life. By serving others we make a contribution to the world, we learn and grow, and we are rewarded. When we all serve in our roles, our organization flourishes because the needs of all are met. Over time, the better we serve and the more value we provide, the better we will be compensated.

Here are some examples of service. A pool tech provides good service when all the scheduled work is completed. Excellent service occurs when, for example, the tech takes time to have friendly conversation with the customer, notifies the office that the skimmer basket needs replacement, and nets a leaf from the pool (even though a clean is not scheduled). A professional provides great service even if they are having “a bad day!”

So, what business are we in? You might say the pool business, but it is really the service business. As important as it is to take proper care of the pools, it’s the customer’s experience that really counts. We can get the pool right but if we look bad, are unfriendly, don’t communicate properly, arrive at the wrong time, make a mess, fail to notice relevant items, or bill the customer incorrectly, they will select another service provider. Our goal is simple, to exceed our customers’ expectations. We call this: “**A Sparkling Experience!**”

**Safety** means that we are concerned about the safety of customers and team members. People count on us to keep pools and spas safe. Improperly balanced water can allow bacteria and viruses to multiply. People can become sick or worse. It is our job to make sure this does not happen. Team members are to be taught and follow practices that reduce the likelihood of injuries. Management is to always consider safety in every decision made.

**Efficiency** is using the resources given to us in the proper manner. That means we avoid wasting products, materials, supplies and time. There is a big difference between activity and productivity. We are looking for team members that come with “batteries included”, which means they are self-motivated, productive team members. There are a million ways people waste time and The Pool Doctor will allow them to work for other organizations.

### **Our Customers**

The Pool Doctor has succeeded because, for more than 30 years, customers have come to rely on us for knowledgeable and honest advice, quality service and fair prices. Customers have often remarked that their pool looks so good that it has the “**Pool Doctor Sparkle!**” When customers are happy, and the pool has the “Pool Doctor Sparkle” we know we are serving our customers properly.

Many of our clients are unable to maintain their pools by themselves for a variety of reasons. Some count on us to take care of their properties during the latter years of their life. Helping others in need is the definition of service and may offer added challenges with some clients who may become forgetful. We can and should take satisfaction in helping others.

The customer is putting the safety of his family in our hands. That's why we must maintain the water chemistry according to standards. We are also to keep an eye out for any other issue which might impact their safety. Safety items are to be immediately brought to the attention of the office.

Customers have the right to expect that we will provide all the services that they are paying for. This means that we provide all the testing, balancing and cleaning that they are paying for. Many customers come to us because the pool company they were using did not provide all the services. "Cutting corners" does not demonstrate integrity and service, and will not be tolerated at The Pool Doctor.

Clients reasonably expect to be treated in a friendly and courteous manner. Again, this comes from our core principle of service. You will find that if you treat others in this manner, your work will go much easier and be much more satisfying.

Another aspect of this is follow-up. We must make sure we follow up on the needs of our customers, instead of allowing the ball to drop. On the route, this means that we work with the office to resolve issues at customer's pools.

### **Team Members**

We don't use the word employees; we use team members because we are all part of a team with a common goal united by our five principles of integrity, respect, service, safety and efficiency. It is the goal of the owners and managers of The Pool Doctor to serve our team members. We seek to foster an environment where you can learn, grow, mature and succeed in the workplace and in life.

We have a compensation program that will reward you based on the quality of your work. If you join the team, we will explain the program in detail. There is a considerable difference in the pay of someone doing outstanding, customer oriented work, and someone who is not. We seek to reward those that "serve others well"; and help people think and act strategically. You are thinking and acting strategically when you are learning all you can, doing your best work, and receiving the higher compensation.

Here are some things you can expect from The Pool Doctor. Your compensation should always agree with what has been promised you. If you suspect an error in your paycheck, please bring it to our attention. Over time, you will be rewarded through compensation equating to the contribution you make to the growth and success of the organization, and to the skills you develop and utilize. Unlike many other similar businesses, we provide health care and pension benefits because we are concerned about you and your future. We instituted the "Golden Jug" program to reward and recognize outstanding service and dedication to the mission of The Pool Doctor. We are looking for team members that have demonstrated that they are prepared to be promoted. When possible we promote internally, in order to give our team members the opportunities to advance themselves and continue learning.

You deserve to be treated with respect and fairness, (that's integrity again). Should you fail to be treated properly, please notify the General Manager or President. Your safety is also a paramount concern. We provide the training to teach team members how to avoid injuries or mishaps and expect each team member to act in a safe manner at all times. We always want to hear any concerns you have as well as suggestions regarding how to improve our organization.

Here are some things that we expect from our team members in the field or in our retail store.

- Integrity requires that team members provide customers with all the services they are paying for. This means we clean pools and filters regardless if someone is watching.
- Customers are to be treated in a friendly and courteous manner; introduce yourself to them and tell them you want to do your best for them. Answer their questions and let them know what's going on with their pool.
- When you don't know what to do, ask the office. If you make a mistake, admit to it, ask for help. We know you will make mistakes. We expect that when you do make a mistake, you will admit it, and learn from the mistake.
- Sometimes customers are unreasonable. When you have problems with the customer, have the office assist you.
- You need to work closely with the office; it is a resource to help you succeed in your position. We are a team so we must help each other in order to provide outstanding service.
- Should you not be able to work, let the office know by 7:30 am.
- Avoid gossip and vicious rumors about team members and managers. Such gossip is usually false and always a waste of time. Please remember, "Do to others as you have them do to you."
- Should you accept another job elsewhere, having integrity requires that you give a two week advance notice for your last day of service.

The following is expected of the owners of The Pool Doctor

- The owners are responsible to foster a team environment consistent with our core values of integrity, respect, service, safety and efficiency.
- The owners are responsible for setting the strategic vision of The Pool Doctor and working to implement it.
- The owners are responsible for providing proper compensation.
- The owners are responsible for resolving any disputes that may arise.
- The owners pledge to value every individual, provide the training and opportunity for all to learn, grow, advance and succeed.
- The owners seek to help you in any way possible.

## **A note from the President**

Please let me share with you what I've learned about integrity. When I was younger I didn't realize how important integrity is. I had to learn some things the hard way. I've learned: Have high standards for yourself at work and everywhere. Do your best at work and at home. Keep learning. Take pride in a job well done. Life is difficult, and it's easy to complain and blame others. Instead, focus on being the best you can be. If you do this your life will be easier, it will be more successful, and it will have meaning.

Another thing I've learned the hard way is the concept of service. Focusing only on yourself will not lead to happiness or success. I know, I've tried! It is in serving others that you will find happiness and purpose. It is our sincere desire that The Pool Doctor will serve you by helping you learn, grow and achieve. One of our greatest satisfactions is seeing you grow as a team member and as a person. We too, are working to become better at what we do. Certainly, work is difficult, but make the most of it, and become the person you were meant to be!

Best regards,

*Mark Forster*

Mark E. Forster, President

## Strategic Vision Questionnaire

1. How do you see yourself fitting into this vision?
2. What part of this vision is most exciting to you and why?
3. If you are invited to join our team, what do you think your greatest contribution will be? Please explain:
4. If you could buy a skill that you don't possess, what would it be?

# Application for Employment

Please print clearly and answer all questions. Please also note that Resumes are not a substitute for an application and all portions of this application must be completed.

**Pool Doctor Sales & Service, Inc. (Pool Doctor) is an equal opportunity employer. Applicants are considered for position(s) without regard to race, religion, sex, national origin, color, age, genetic information, veteran status or any other category protected by applicable federal, state, or local laws.**

**Pool Doctor is an at-will employer as allowed by applicable Florida state law. This means that regardless of any provision in this application, if hired, the company or I may terminate the employment relationship at any time for any reason, with or without cause or notice.**

Name: \_\_\_\_\_

Present Street Address: \_\_\_\_\_

City / State / Zip: \_\_\_\_\_

Home Phone: (\_\_\_\_) \_\_\_\_ - \_\_\_\_ Mobile Phone: (\_\_\_\_) \_\_\_\_ - \_\_\_\_

Years / Months at present address: \_\_\_\_ / \_\_\_\_

Email Address: \_\_\_\_\_

Position Applied For: \_\_\_\_\_ Desired Rate: \_\_\_\_\_

Type of employment desired:  Full Time  Part Time

Are you able to swim?  Yes  No

Are you colorblind?  Yes  No

Please document your available hours to work.

Day	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Start:							
End:							

Are you willing to work overtime?  Yes  No

Date on which you can start if hired: \_\_\_\_\_

Have you previously applied for employment with Pool Doctor?  Yes  No

If yes, when did you apply? \_\_\_\_\_

Have you ever been employed by Pool Doctor?  Yes  No

If yes, provide dates of employment and reason for separation. \_\_\_\_\_

\_\_\_\_\_



If applicable, list any other names which you have used for employment or education. This will be necessary for us to confirm your work and educational record. \_\_\_\_\_

Education	School Name and Location (Address, City, State)	Graduate? Y or N	# Years Completed	Course of Study Degree / Major
High School				
Bus./Tech / Trade School				
College				

Have you ever been in the Armed Forces?  Yes  No

If yes, provide branch and dates of service. \_\_\_\_\_

Were you honorably discharged?  Yes  No

Have you ever plead "guilty", "no contest" or are you currently pending trial?  Yes  No

Have you ever been convicted of a felony and/or misdemeanor other than a traffic violation?  Yes  No

No

If yes, provide information to include the state in which this occurred. \_\_\_\_\_

### References

Please list the names of additional work-related references we may contact. Individuals with no prior work experience may list school or volunteer-related references.

Name	Company and Position	Work Relationship (i.e., Supervisor, co-worker)	Telephone Number

### Work Experience

Have you ever been terminated or asked to resign from any job?  Yes  No

If Yes, please explain: \_\_\_\_\_

Have you ever been given the choice to resign rather than be terminated from any job?  Yes  No

If Yes, please explain: \_\_\_\_\_

Please list the names of your present and previous employers in chronological order with **the most recent employer listed first**. Provide information on the most recent twenty years of employment. If self-employed, supply the company name and business references. You may include any verifiable work performed on a volunteer basis, internships, or military service. Your failure to complete this inquiry may disqualify you for consideration of employment. "See Resume" is not an acceptable response.

Name of Employer: \_\_\_\_\_  
City / State: \_\_\_\_\_ Phone: \_\_\_\_\_  
Supervisor's Name: \_\_\_\_\_  
From (Mo / Yr): \_\_\_\_ / \_\_\_\_ To (Mo / Yr): \_\_\_\_ / \_\_\_\_ Pay at Start: \_\_\_\_\_ at End: \_\_\_\_\_  
Describe the work performed: \_\_\_\_\_  
\_\_\_\_\_  
Reason for separation? \_\_\_\_\_ Resign? Length of notice offered? \_\_\_\_\_

Name of Employer: \_\_\_\_\_  
City / State: \_\_\_\_\_ Phone: \_\_\_\_\_  
Supervisor's Name: \_\_\_\_\_  
From (Mo / Yr): \_\_\_\_ / \_\_\_\_ To (Mo / Yr): \_\_\_\_ / \_\_\_\_ Pay at Start: \_\_\_\_\_ at End: \_\_\_\_\_  
Describe the work performed: \_\_\_\_\_  
\_\_\_\_\_  
Reason for separation? \_\_\_\_\_ Resign? Length of notice offered? \_\_\_\_\_

Name of Employer: \_\_\_\_\_  
City / State: \_\_\_\_\_ Phone: \_\_\_\_\_  
Supervisor's Name: \_\_\_\_\_  
From (Mo / Yr): \_\_\_\_ / \_\_\_\_ To (Mo / Yr): \_\_\_\_ / \_\_\_\_ Pay at Start: \_\_\_\_\_ at End: \_\_\_\_\_  
Describe the work performed: \_\_\_\_\_  
\_\_\_\_\_  
Reason for separation? \_\_\_\_\_ Resign? Length of notice offered? \_\_\_\_\_

Name of Employer: \_\_\_\_\_  
City / State: \_\_\_\_\_ Phone: \_\_\_\_\_  
Supervisor's Name: \_\_\_\_\_  
From (Mo / Yr): \_\_\_\_ / \_\_\_\_ To (Mo / Yr): \_\_\_\_ / \_\_\_\_ Pay at Start: \_\_\_\_\_ at End: \_\_\_\_\_  
Describe the work performed: \_\_\_\_\_  
\_\_\_\_\_  
Reason for separation? \_\_\_\_\_ Resign? Length of notice offered? \_\_\_\_\_

Name of Employer: \_\_\_\_\_  
City / State: \_\_\_\_\_ Phone: \_\_\_\_\_  
Supervisor's Name: \_\_\_\_\_  
From (Mo / Yr): \_\_\_\_ / \_\_\_\_ To (Mo / Yr): \_\_\_\_ / \_\_\_\_ Pay at Start: \_\_\_\_\_ at End: \_\_\_\_\_  
Describe the work performed: \_\_\_\_\_  
\_\_\_\_\_  
Reason for separation? \_\_\_\_\_ Resign? Length of notice offered? \_\_\_\_\_

Name of Employer: \_\_\_\_\_  
City / State: \_\_\_\_\_ Phone: \_\_\_\_\_  
Supervisor's Name: \_\_\_\_\_  
From (Mo / Yr): \_\_\_\_ / \_\_\_\_ To (Mo / Yr): \_\_\_\_ / \_\_\_\_ Pay at Start: \_\_\_\_\_ at End: \_\_\_\_\_  
Describe the work performed: \_\_\_\_\_  
\_\_\_\_\_  
Reason for separation? \_\_\_\_\_ Resign? Length of notice offered? \_\_\_\_\_

Name of Employer: \_\_\_\_\_  
City / State: \_\_\_\_\_ Phone: \_\_\_\_\_  
Supervisor's Name: \_\_\_\_\_  
From (Mo / Yr): \_\_\_\_ / \_\_\_\_ To (Mo / Yr): \_\_\_\_ / \_\_\_\_ Pay at Start: \_\_\_\_\_ at End: \_\_\_\_\_  
Describe the work performed: \_\_\_\_\_  
\_\_\_\_\_  
Reason for separation? \_\_\_\_\_ Resign? Length of notice offered? \_\_\_\_\_

Name of Employer: \_\_\_\_\_  
City / State: \_\_\_\_\_ Phone: \_\_\_\_\_  
Supervisor's Name: \_\_\_\_\_  
From (Mo / Yr): \_\_\_\_ / \_\_\_\_ To (Mo / Yr): \_\_\_\_ / \_\_\_\_ Pay at Start: \_\_\_\_\_ at End: \_\_\_\_\_  
Describe the work performed: \_\_\_\_\_  
\_\_\_\_\_  
Reason for separation? \_\_\_\_\_ Resign? Length of notice offered? \_\_\_\_\_

**Applicant Certification**

I understand and agree that if driving is a requirement of the position for which I am applying, my employment and/or continued employment is contingent upon possessing a valid driver's license for the state of Florida and my ability to be approved as insurable by the automobile insurance company utilized by Pool Doctor in an amount equal to or greater than the minimum required by the state of Florida.

I understand that Pool Doctor is a drug-free workplace and has a drug and/or alcohol testing program consistent with applicable federal, state and local law. If I am offered a conditional offer of employment, I understand that if a pre-employment, post offer drug and/or alcohol test is positive, the employment offer will be withdrawn. I agree to work under the conditions requiring a drug-free workplace, consistent with applicable federal, state and local law. I also understand that all employees of Pool Doctor, pursuant to the Company's policy as well as federal, state, and local law, may be subject to random and upon suspicion screening designed to detect the presence of alcohol or illegal or controlled drugs. If employed, I understand that the taking of alcohol and/or drug tests is a condition of continual employment and I agree to undergo this testing consistent with the Company's policies and applicable federal, state, and local law.

I understand and agree that as a condition of employment and to the extent permitted by federal, state, and local law, I will be required to sign a non-solicitation agreement should I be offered a position.

Pool Doctor is an at-will employer as allowed by applicable state law. This means that regardless of any provision in this application, if hired, the company or I may terminate the employment relationship at any time, for any reason, with or without cause or notice. Nothing in this application or in any document or statement, written or oral, shall limit the right to terminate employment at-will. No officer, employee or representative of the company is authorized to enter into an agreement – express or implied – with me or any applicant for employment for a specified period of time unless such an agreement is in a written contract signed by the president of the company.

I certify that all of the information on this application, my resume, or any supporting documents I may present during my application process is and will be complete and accurate to the best of my ability. I understand that any falsification, misrepresentation, or omission of any information may result in disqualifications from consideration for employment or, if employed, disciplinary action, up to and including immediate termination.

I authorize the Company or its agents to confirm all statements contained in this application and/or resume as it relates to the position I am seeking to the extent permitted by federal, state, and local law. I agree to complete any requisite authorization forms for the background investigation permitted by federal, state and local law.

I authorize and consent to any party or agency contacted by this employer to furnish confirmation of the above mentioned information. I hereby hold harmless, to the extent permitted by federal, state and local law, any party delivering information to the Company or its authorized representative any liability, claims, charges, or causes of actions which I may have as a result of the delivery or disclosure of the above requested information. I hereby release the Company from liability and its representatives for seeking such information and all other persons, corporations, or organizations for furnishing such information. Further, if hired, I authorize the Company to provide truthful information concerning my employment to future employers and hold the Company harmless for providing such information.

If hired by Pool Doctor, I understand that I will be required to provide genuine documentation establishing my identity and eligibility to work in the United States. I also understand that this Company only employs persons who are legally eligible to work in the United States.

This application will be considered active for a maximum of sixty (60) days. After that time, those persons wishing consideration must reapply.

I CERTIFY THAT ALL OF THE INFORMATION THAT I HAVE PROVIDED ON THIS APPLICATION IS TRUE, ACCURATE AND COMPLETE. DO NOT SIGN UNTIL YOU HAVE READ ALL OF THE INFORMATION CONTAINED IN THE APPLICATION.

Applicant Signature: \_\_\_\_\_

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

DRIVER APPLICATION

NAME \_\_\_\_\_ DOB \_\_\_\_\_ DL# \_\_\_\_\_ State \_\_\_\_\_

- How many years have you been Licensed in the U.S.? \_\_\_\_\_
- Were you licensed in any other states? Yes \_\_\_ No \_\_\_ If yes, which one(s) \_\_\_\_\_
- Do you have a Commercial Driver's License? \_\_\_\_\_ If yes, what year was it obtained? \_\_\_\_\_
- Have you ever been charged with DUI? Yes \_\_\_ No \_\_\_ If yes, Date \_\_\_\_\_
- Have you ever had your license suspended? Yes \_\_\_ No \_\_\_ Date \_\_\_\_\_ Why? \_\_\_\_\_

**List all violations that you have been charged with during the last 5 years:**

<u>Date</u>	<u>Violation</u>	<u>Fined(Y or N)</u>

**List all accidents you have been involved in during the last 5 years:**

<u>Date</u>	<u>At Fault (Y or N)</u>	<u>Amount of Damage to Your Vehicle</u>	<u>Amount of Damage to Other Vehicle</u>

**You may attach a copy of your current Motor Vehicle Report in lieu of this application. This information is used to determine your eligibility as a driver for the current automobile coverage. If you aren't eligible for the current coverage other markets are available.**

In connection with your application for employment, the company may procure certain background information concerning your driver record.

**To the best of my knowledge the statements above are true:**

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**FOR OFFICE USE ONLY**

Based on the above information contained in this application, do you want to add as a driver? Yes \_\_\_ No \_\_\_