



# HANDYMAN CONNECTION

AUG  
2022



# Contents

Who We Are

Our Team

The Work We Do

Hiring Process

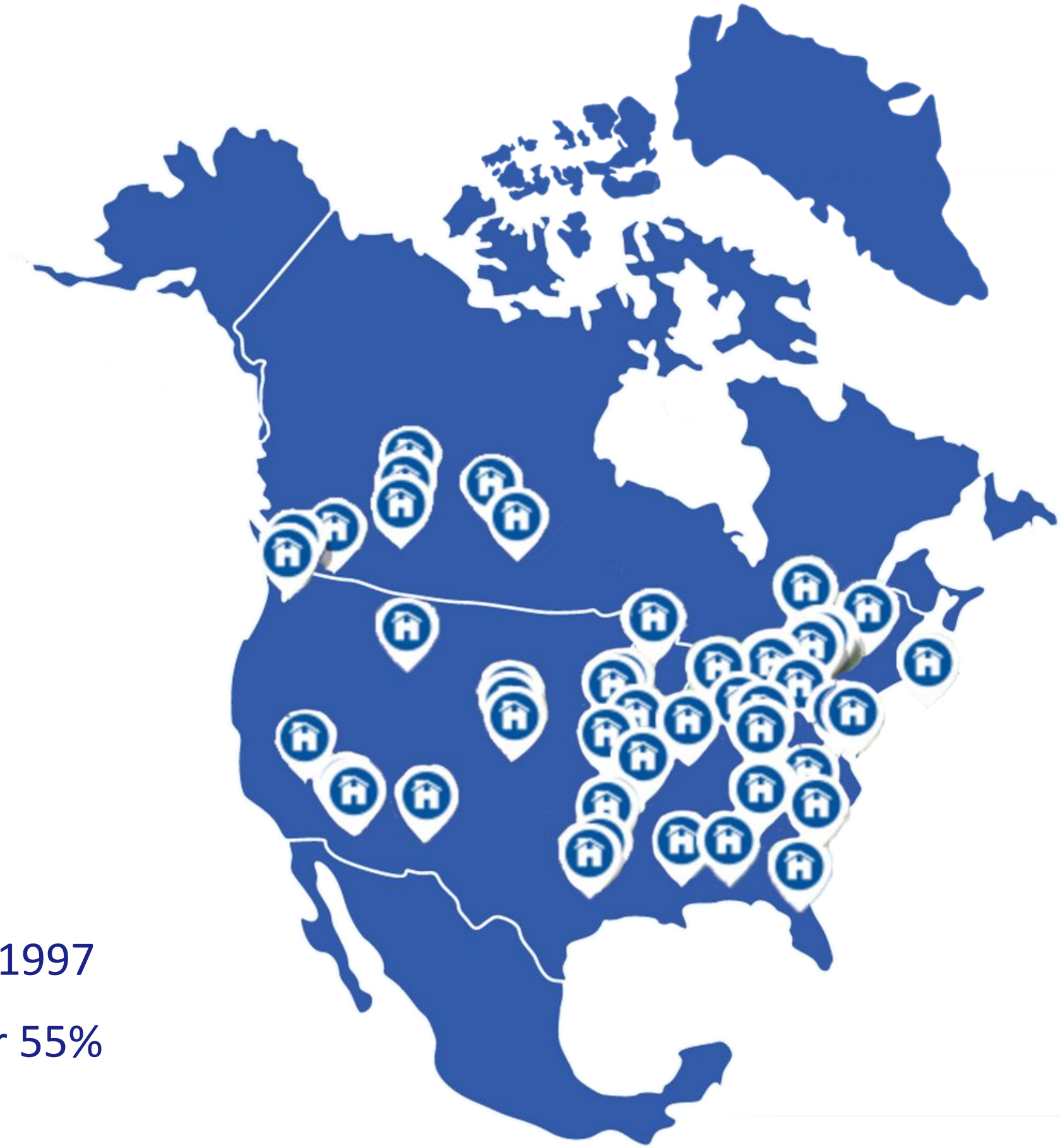
Home Repair Specialists

Our Community



# About Our Company

- Started in 1991 in Cincinnati
- Edmonton franchise started in 1997
- 26th year of business with over 55% repeat business each year



# About Me




**CAROL MORHART**  
Owner/General Manager






**PARMINDER**  
Project Coordinator



**TRICIA**  
Service Coordinator

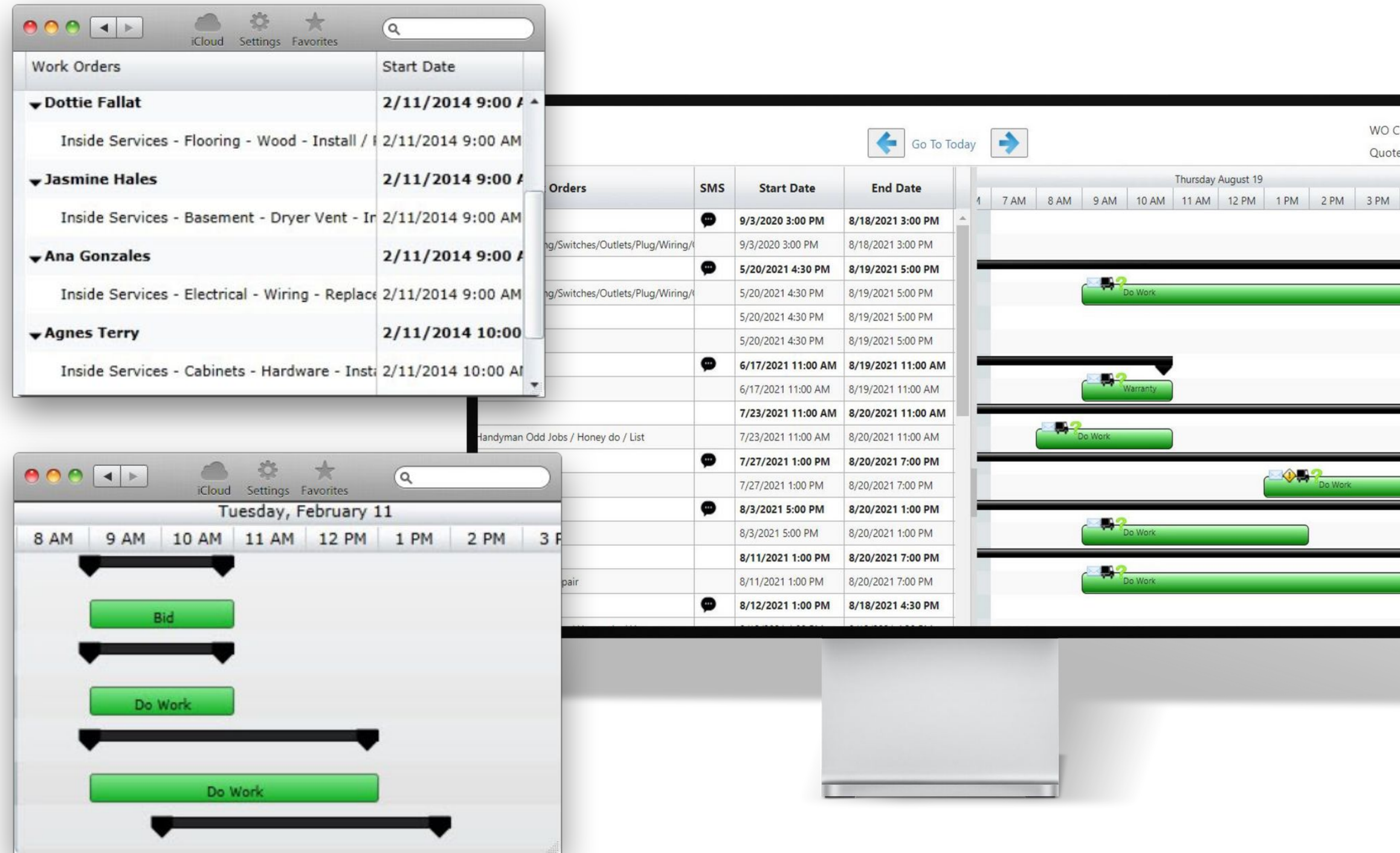


**GLORIA**  
Accounts

# Meet Our Team

The office team that connects you with the right craftsman for the job

# Tools To Keep Us on Track



## PROPRIETARY CRM

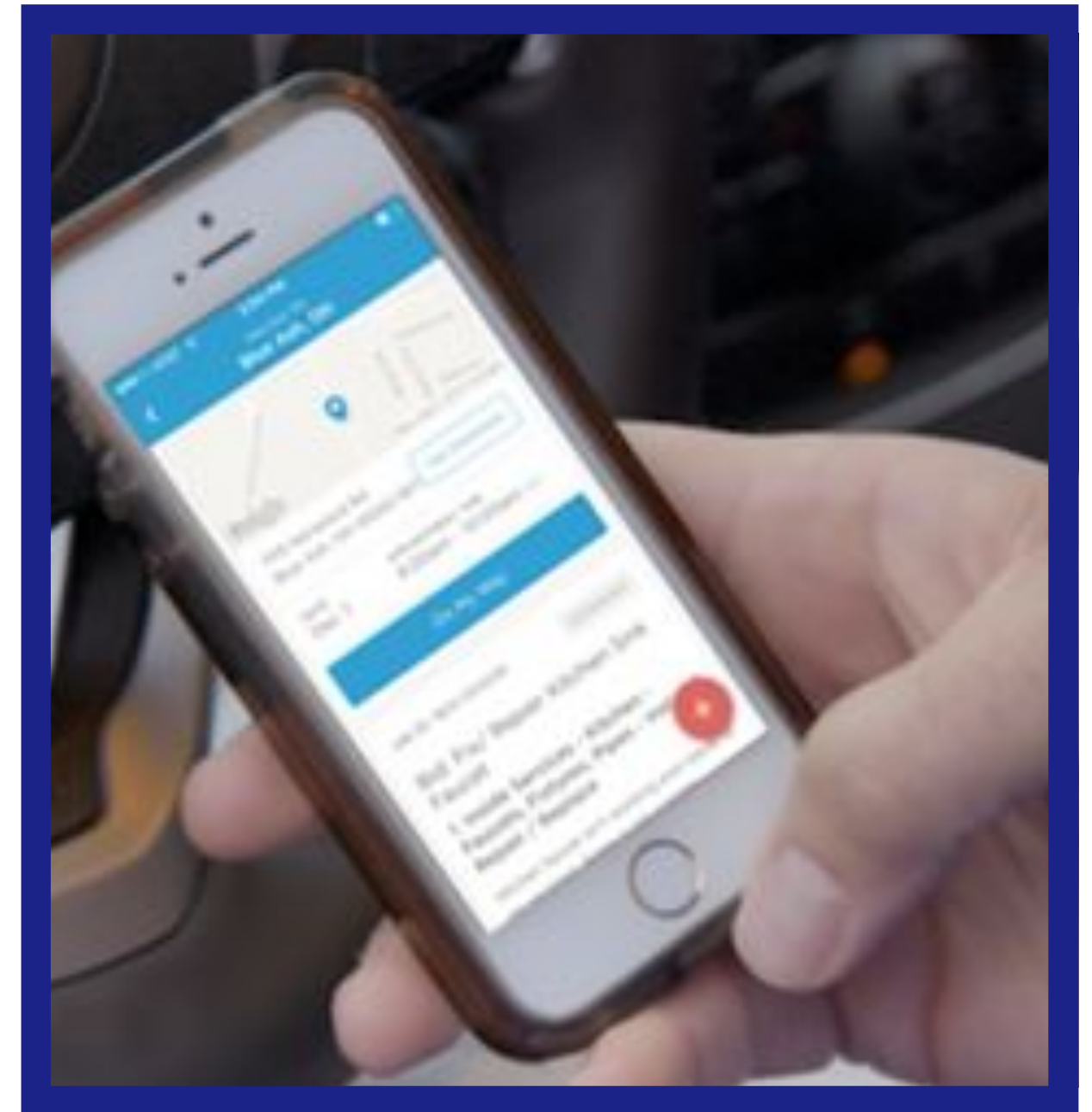
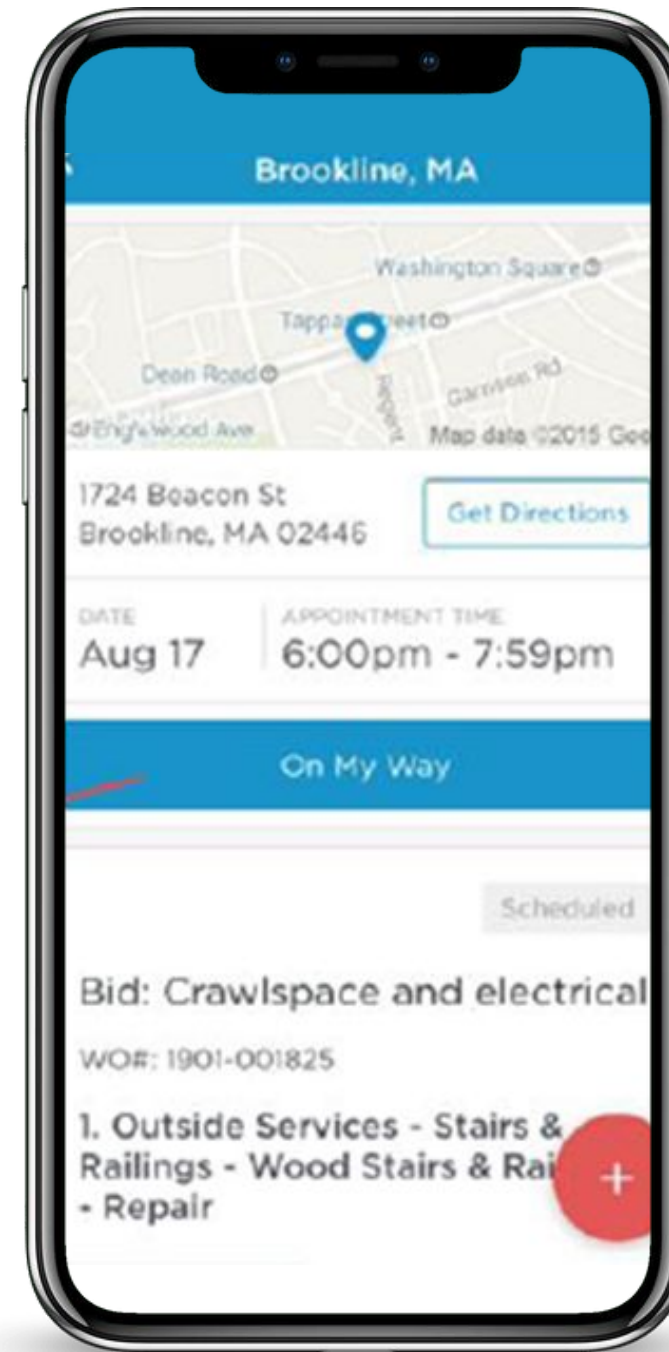
Used to manage inquiries, appointments, work orders, and completed work

# Tools To Keep Us on Track



## DISPATCH

Our main communication tool to monitor jobs in the field



One Call. One Connection.

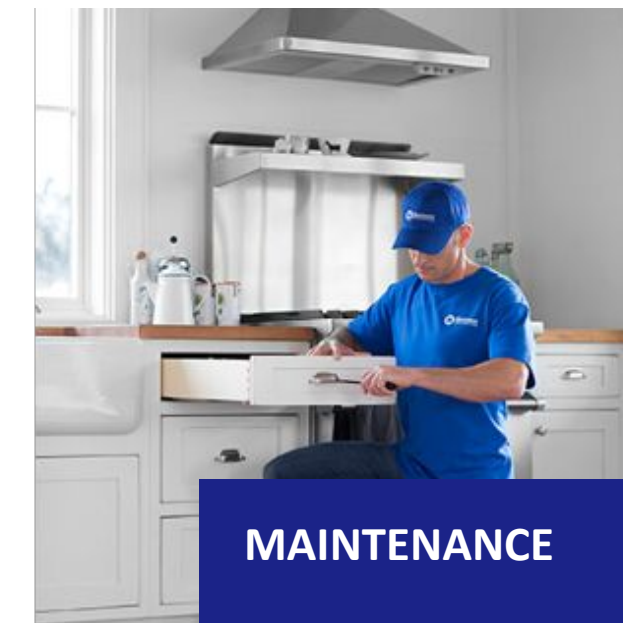
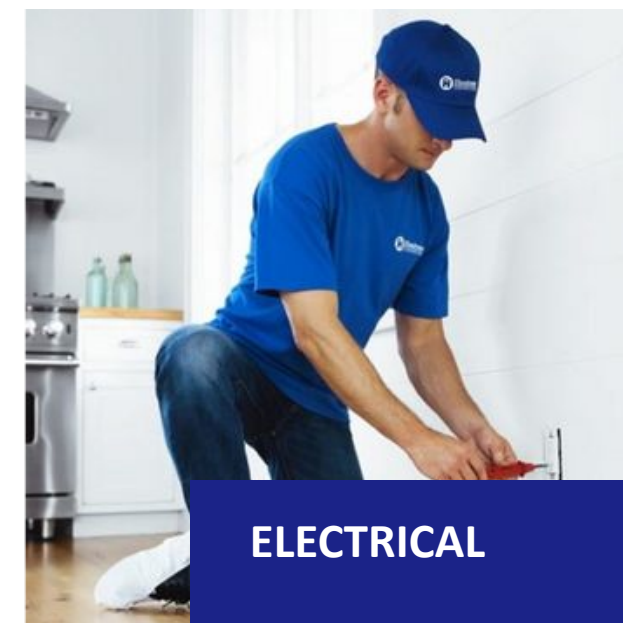
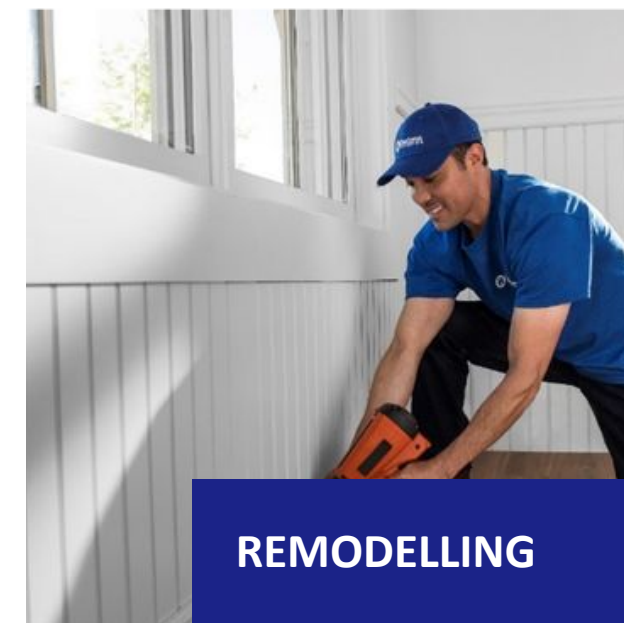
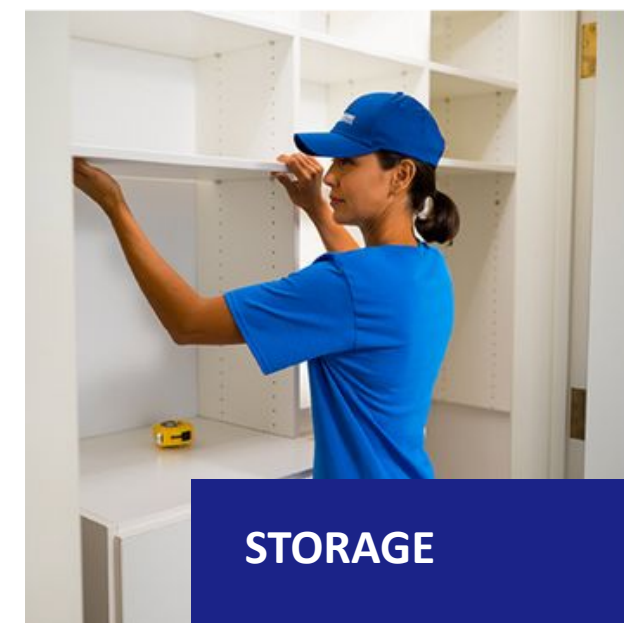
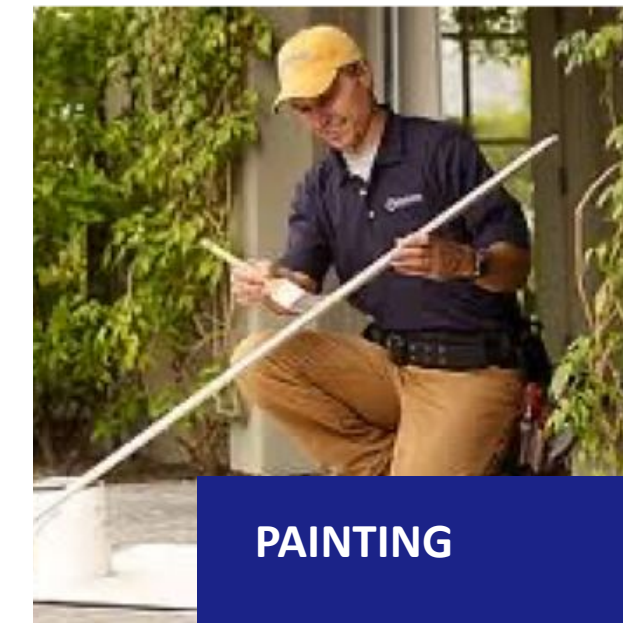
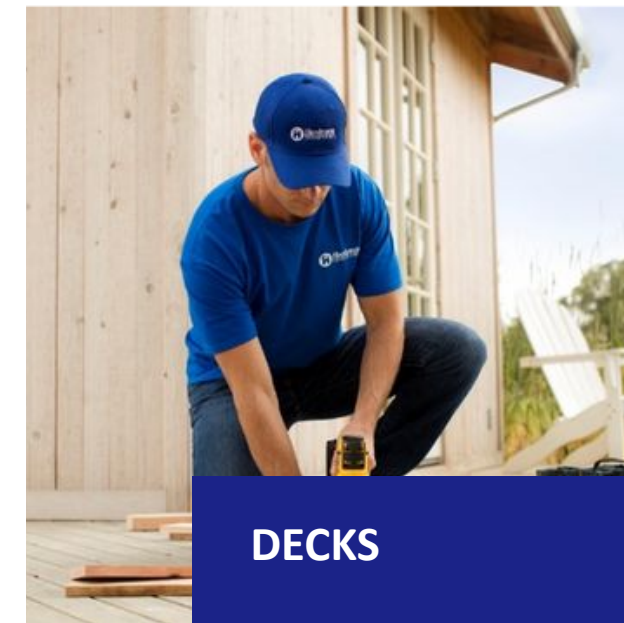
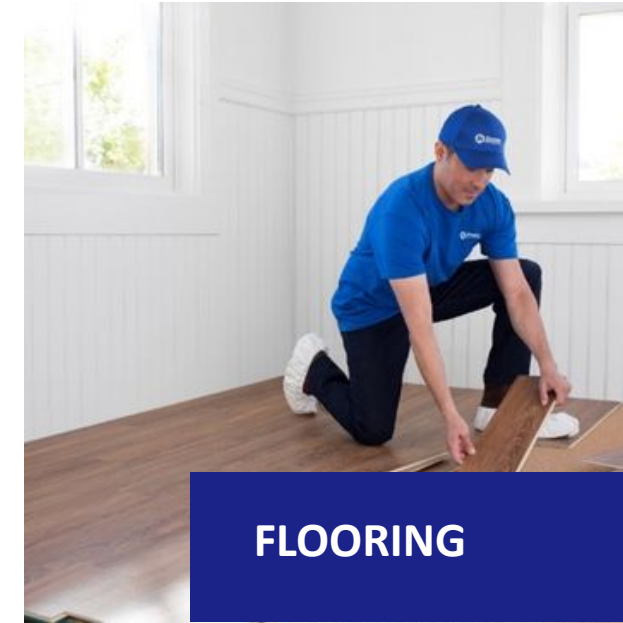
# What We Can Do For You

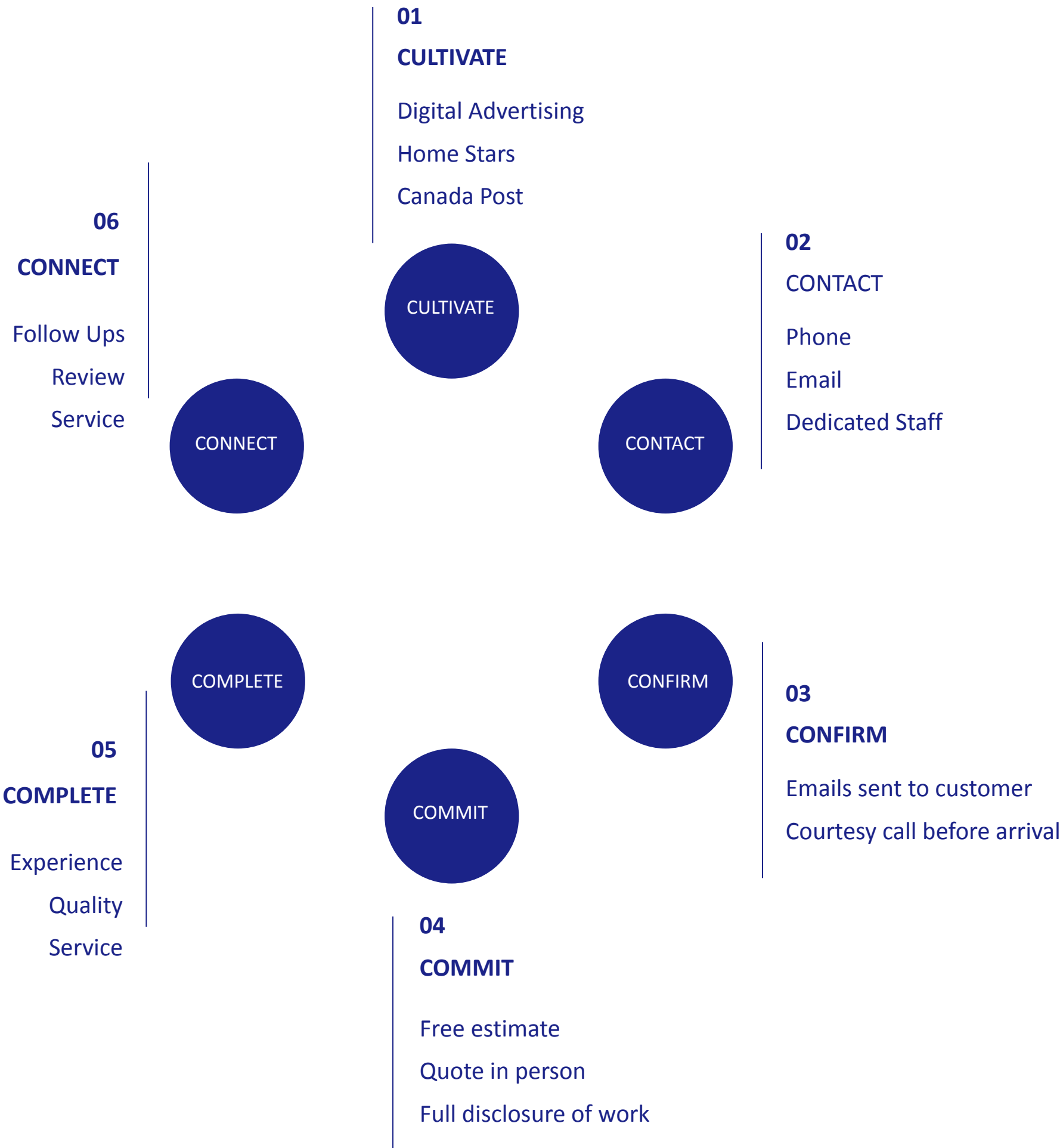
CRAFTING A  
CONNECTION

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# The 6 Step Connection

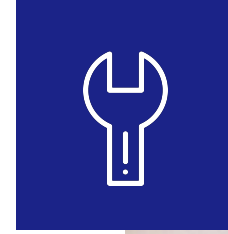
## Process

We are with you every step of the way from initial contact to the end of every service

Always Looking for a Diamond in the Rough

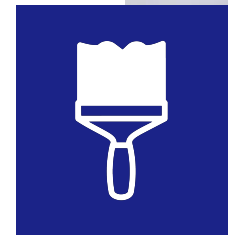
# Our Craftsmen

Highly qualified with years of experience to ensure quality work during every service



## TRAITS

- Good trade skills with 10 years experience
- Like doing different things every day
- Not salesy and enjoy meeting new people



## WHAT THEY WANT

- Access to regular work
- Like that we help them stay organized
- Appreciate the idea of being “part of a team”



## THE PROBLEM

- High turnover
- Its part of the craftsman culture
- Its easy to see “greener pastures”

**01  
ONLINE POSTING  
OF JOB OPENINGS**

Career Plug  
indeed  
Zip Recruiter

**03  
IN OFFICE  
RECRUITING**

In office meeting  
In person interview

**05  
REFERENCES  
CHECK**

Check in with  
past customers  
and employers



**02  
INITIAL PHONE  
SCREEN**

Do they meet our  
initial customer service  
standards?

**04  
BACKGROUND  
CHECK**

Conduct a background  
check prior to hiring

Setting Expectations from the Very Beginning

# Our Recruiting

## Process

We do our due diligence to ensure we have the right people servicing your

**01  
ONLINE POSTING  
OF JOB OPENINGS**

Career Plug  
indeed  
Zip Recruiter

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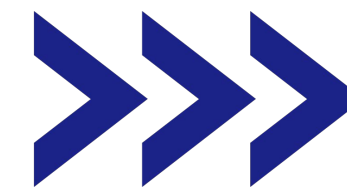
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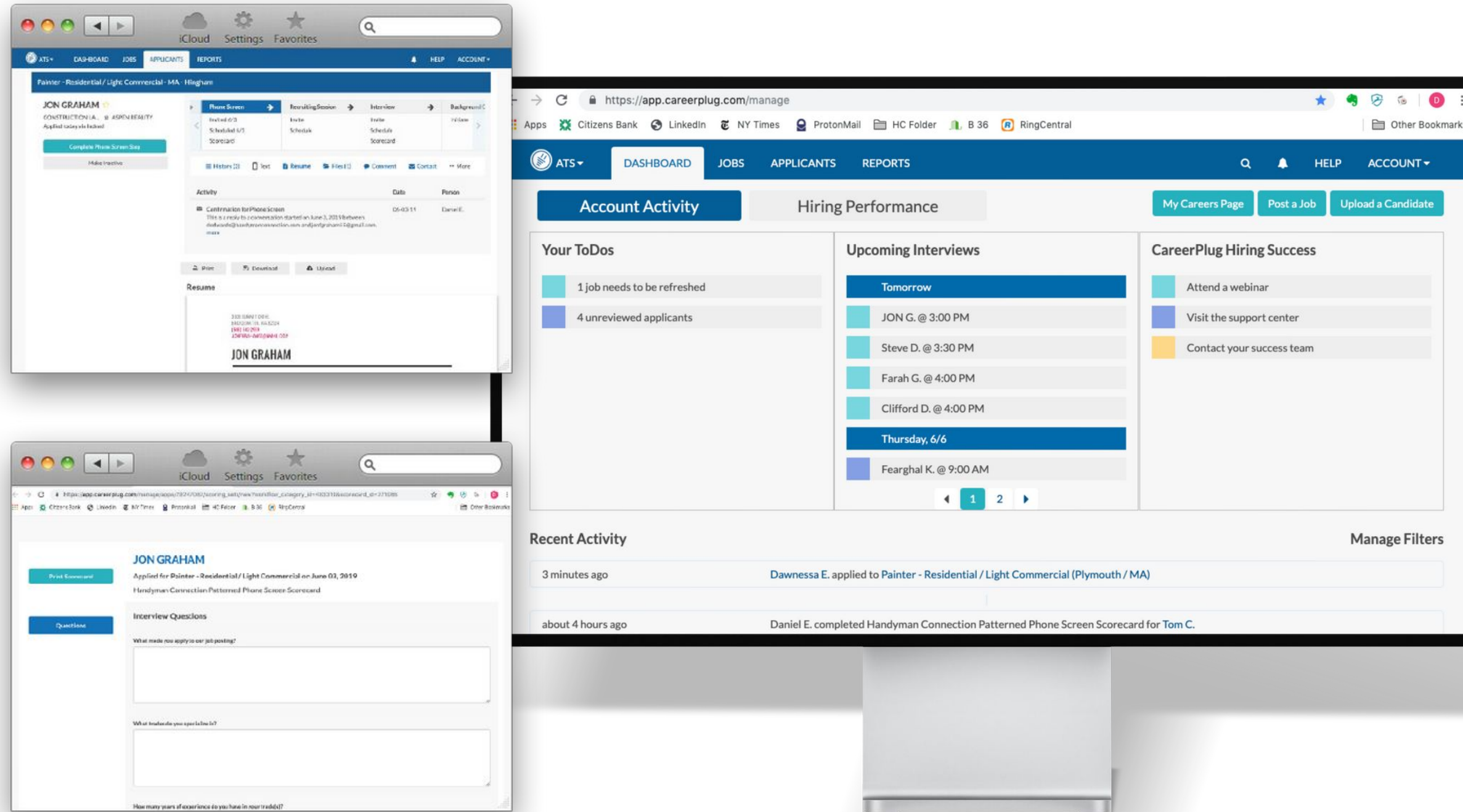
# Our Recruiting

# Process



**06  
CRAFTSMAN  
ORIENTATION**

# Recruiting Tools & Process



## PROPRIETARY CRM

Every applicant is entered into our system so we can secure their contact information



## CAREER PLUG

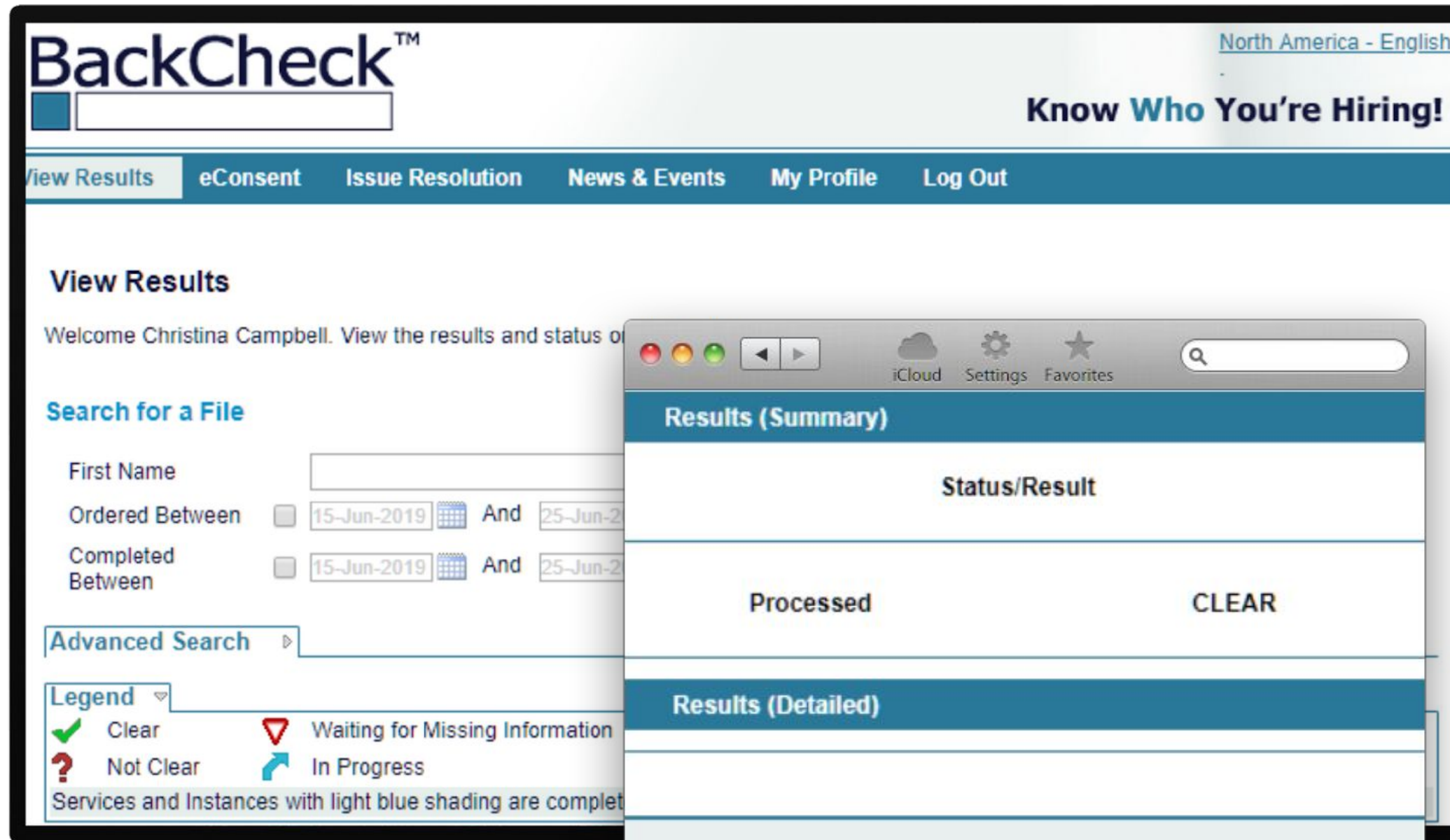
Helps us to track every stage of the application process to ensure no application goes unattended to

# Recruiting Tools & Process



## STERLING TALENT SOLUTIONS

Easy, reliable and secure, Sterling helps us perform background checks on all of our craftsmen





AARON TROMMESHAUER



BARRY MORGAN



BRENO MARTINS MELLO



CRAIG LANGILLE



CHRIS CARDINAL



DALE HOLOWAYCHUK



DARREN GAYMER



DARREN GROBEL



ALLAN XU



JOHN LANGKAMP



DARRYL MULLINS



JIM GALLAGHER



DEVIN GRESS



KEITH D'EON



MATTHEW FLEMMING



MIN KIM



PETER GUENTHER



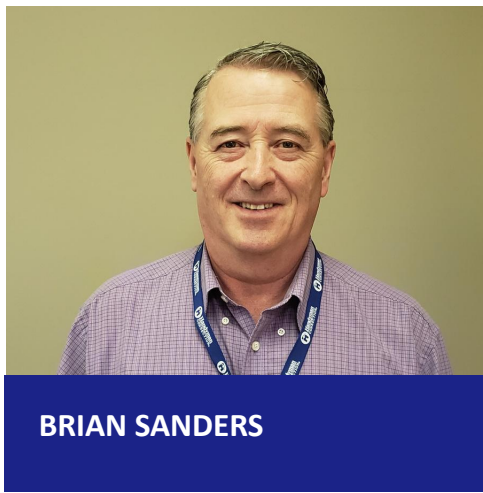
ROU TEUFELE



WAYNE MAISONNE



ZSOLT TURNER



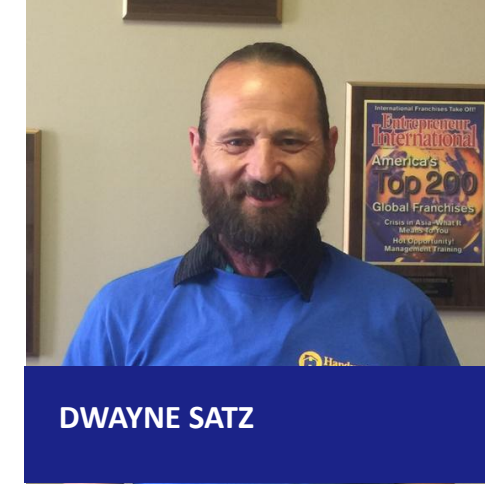
BRIAN SANDERS



JIM CAMPBELL



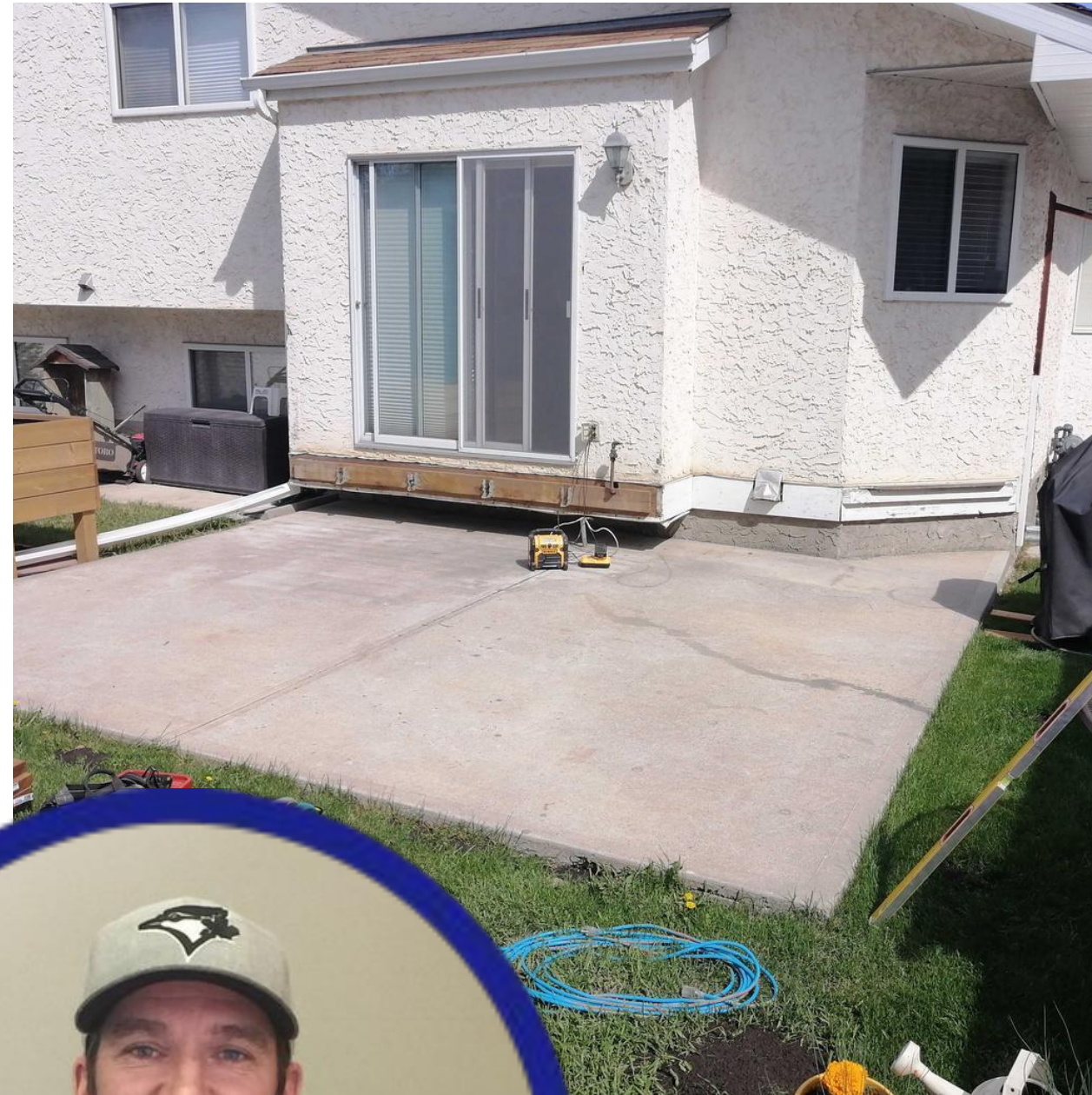
TERRY DIERT



DWAYNE SATZ

One Call. One Connection.

# Meet Our Craftsmen



**MIKE COTE**

One Call. One Connection.

# Meet Our Craftsmen



**BRIAN SANDERS**

One Call. One Connection.

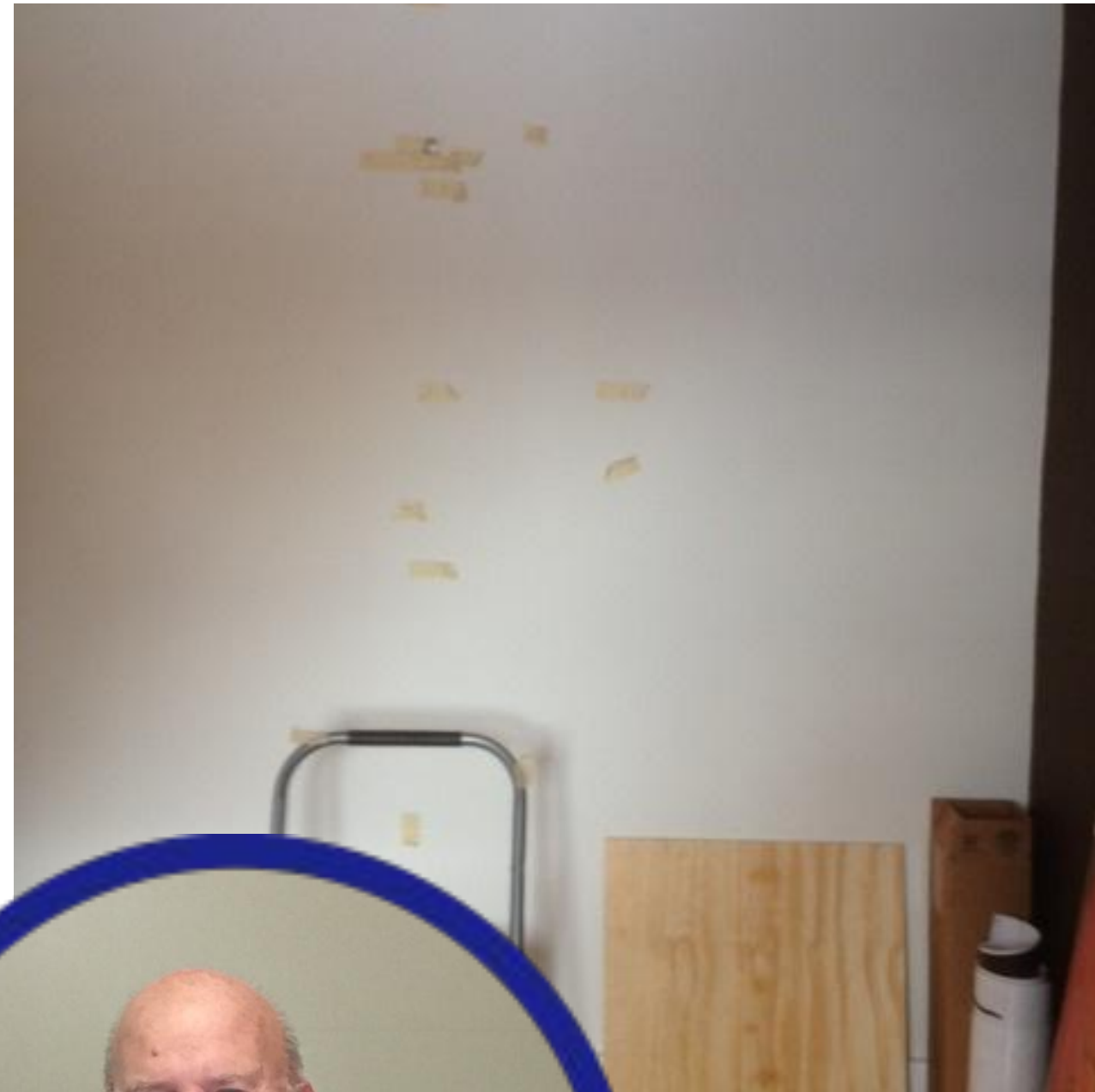
# Meet Our Craftsmen



**JAMIE MORHART**

One Call. One Connection.

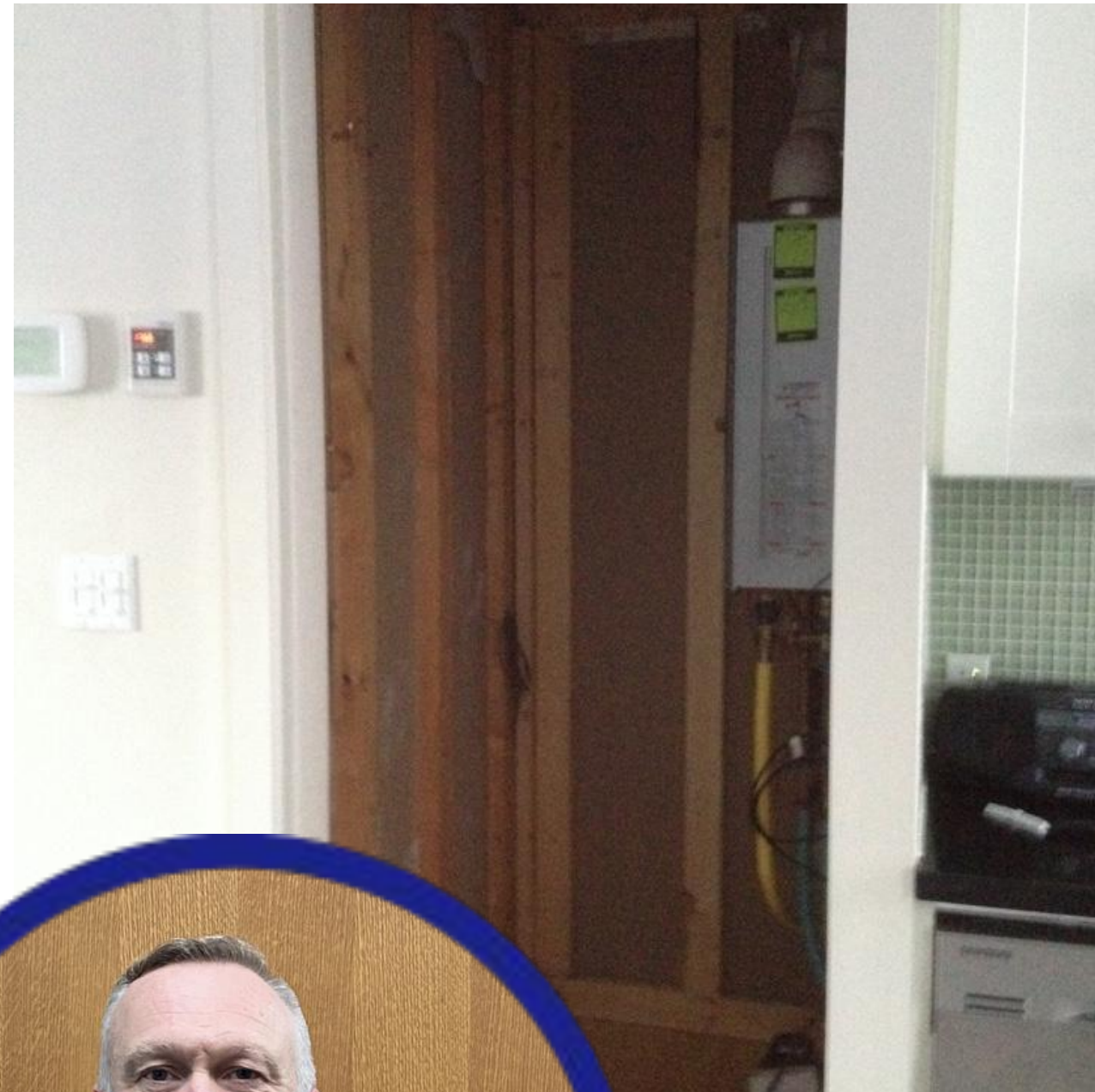
# Meet Our Craftsmen



**KEITH D'EON**

One Call. One Connection.

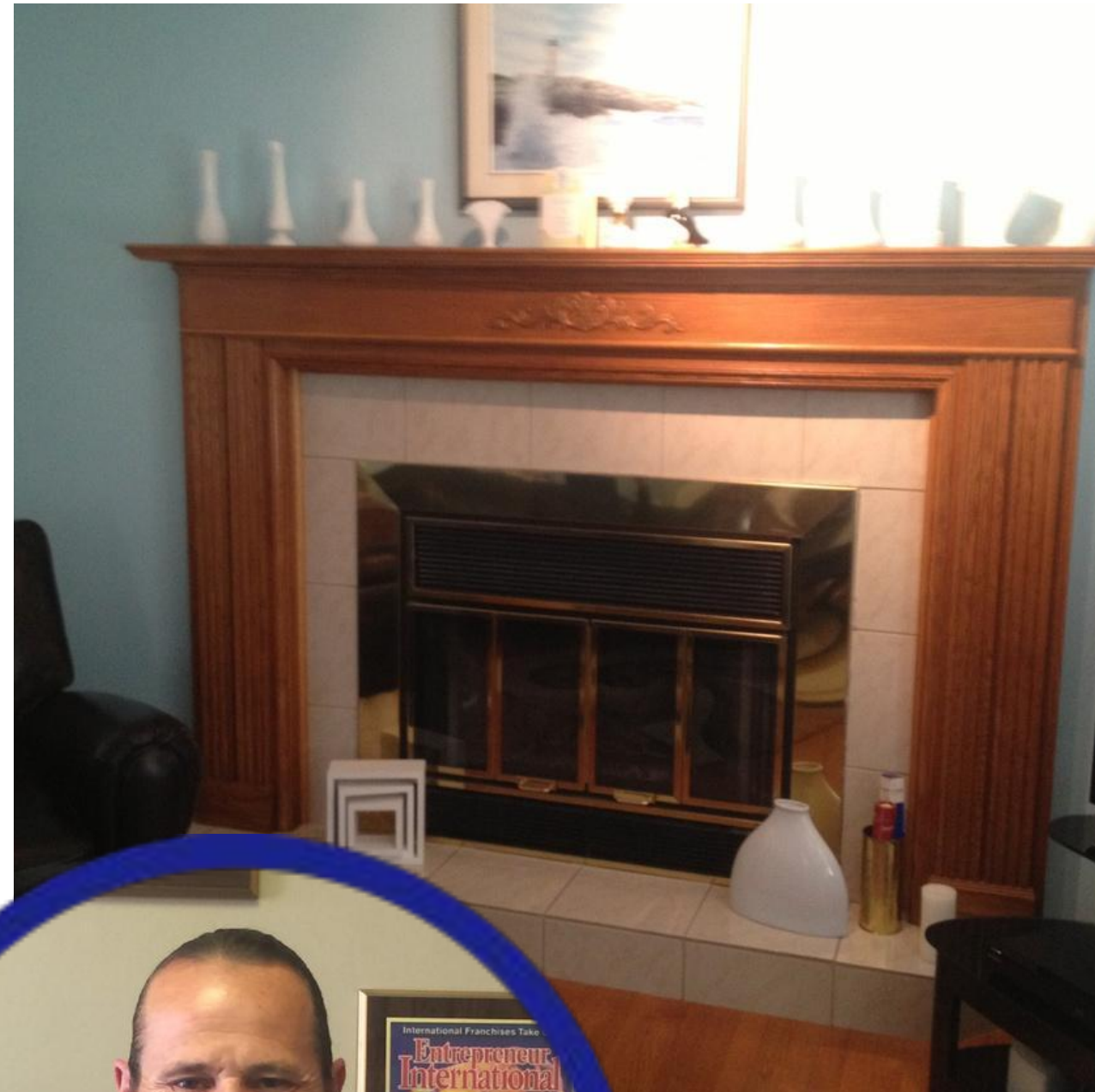
# Meet Our Craftsmen



**DARREN GAYMER**

One Call. One Connection.

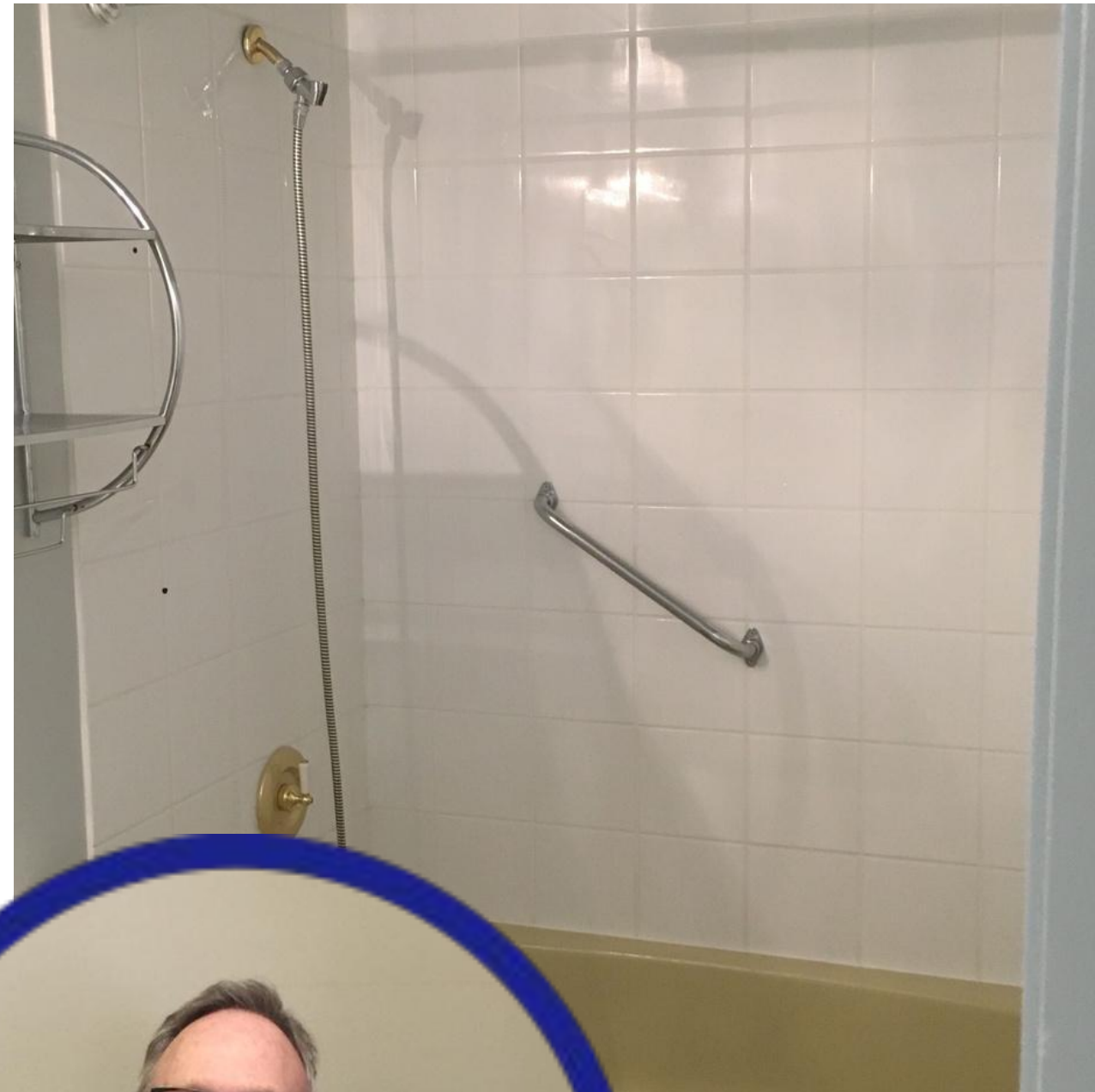
# Meet Our Craftsmen



DWYANE SATZ

One Call. One Connection.

# Meet Our Craftsmen



**JIM CAMPBELL**

One Call. One Connection.

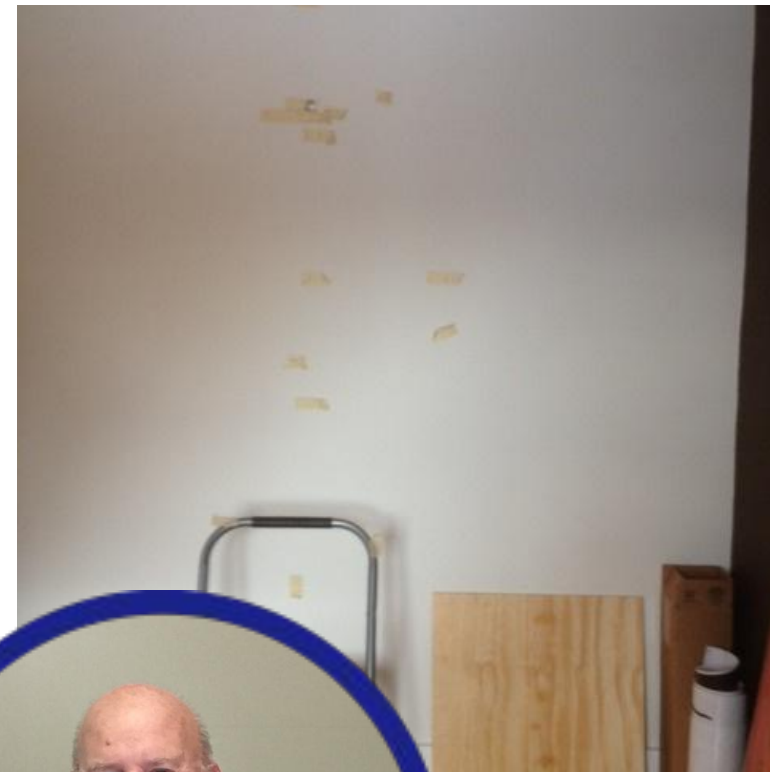
# Meet Our Craftsmen



**JIM CAMPBELL**



JAMIE MORHART



KEITH D'EON

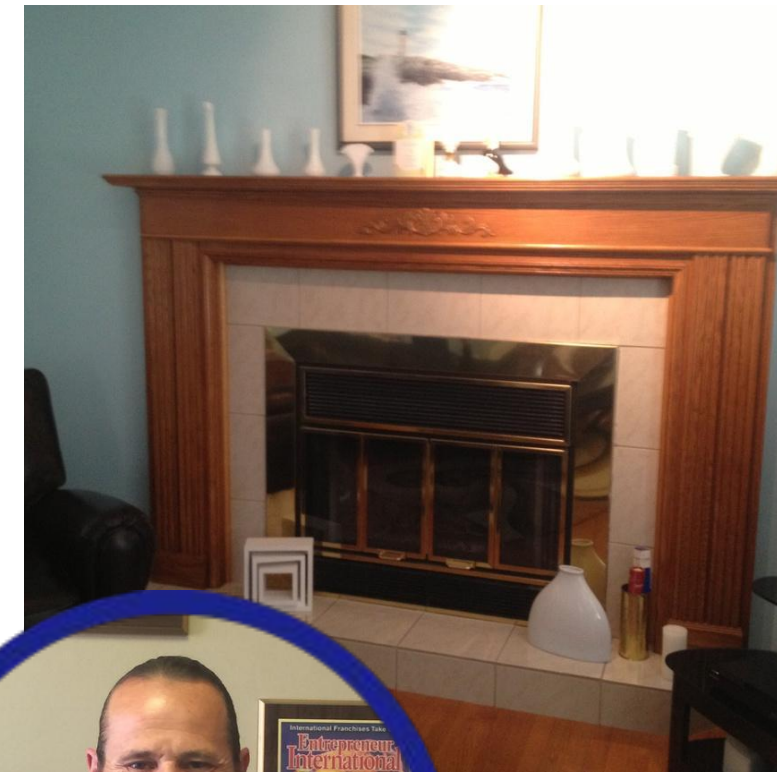


One Call. One Connection.

# Meet Our Craftsmen



DARREN GAYMER



DWAYNE SATZ

One Call. One Connection.

# Meet Our Craftsmen



Allan did a fantastic job. Very friendly and professional. Was impressed with his patience with us as he explained his ideas and thoughts on the project.

- Devin M



John did a very good job. I was very much impressed. We had an appointment for my wife and by the time we got back he was finished and left.

-Dennis K



Darryl was very prompt and communicated his arrival well. He had a real brain teaser to figure out and he stayed until he completed the job to our satisfaction.

- Lauren M



At the end of every service our clients have the opportunity to leave us comments and

# People Say The Nicest Things

20-22

**READY TO HELP WITH  
YOUR NEXT PROJECT**

[www.handymanconnection.com/edmonton](http://www.handymanconnection.com/edmonton)

780.414.6152

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[info@handymanconnection.com](mailto:info@handymanconnection.com)

