

# 25-Point Serviceman's Creed

*By Roy Bardowell, CDDC, Co- Owner of Luxor garage door service*



One of my son's first garage door service jobs was with a company in southern California that had an immoral policy that focused on deception and over-charging homeowners for unnecessary door repairs. All the company technicians were scrutinized daily for not meeting their quota and eventually he was terminated for showing too much integrity and not gouging customers enough.

His termination led us to start Luxor Door Service in Orange County, California. Since 2014 we have done hundreds of service calls and have received 5 stars on YELP most of the time. It didn't take me long to realize that honesty is the way to go. People want to be treated fairly and this is not all that hard to do. **We now have over one hundred 5-star reviews. We are extremely proud of this!**

In the last 3 years our service company has grown simply by word of mouth and we are

satisfied that we provided the best service experience every time.

The following 25 points comprise our own personal code we live by when servicing garage doors. All Luxor service personnel must follow our own standards for GREAT SERVICE.

1. *Our needs come second because my customer's needs come first.*
2. *Our trucks will be clean, organized, and free from messy oil leaks that may stain a driveway.*
3. *We will always safeguard and respect the homeowner's property.*
4. *We will remain healthy, alcohol and drug free.*
5. *We will retain all the necessary tools and components required to complete a service call effectively and efficiently.*
6. *WE will respect appointment times and always try our best to be punctual.*
7. *If a technician expects to be late for an appointment, he will give the homeowner a courtesy call and apologize for the delay and reschedule if needed.*
8. *We will do what we say we will do- That's a big one!*
9. *We will seek training at all opportunities and stay updated and knowledgeable on the door products we service or install.*
10. *We will remember: SAFETY FIRST! Not just for myself, but everyone in the household.*
11. *When on a service call, we will be courteous, kind, and respectful to everyone in the home including their pets.*

12. *Exhibiting good behavior, acting professional, and being honest are our 3 primary goals when on a job.*
13. *We will provide only necessary parts and repairs and not invent repairs to jack up the overall charges.*
14. We will verify and test all the safety systems before handing over the door operator to the users.
15. Upon completion we will brief the homeowner on the usage of the controls and demonstrate how the safety systems work and walk them through how the manual release handle functions.
16. If I am servicing an older operator, I will test the safety reverse with a 2x4 laid flat under the door. If the safety reverse is not working properly, I will notify the homeowner they should upgrade to a newer operator.
17. I will check all the moving door components for defects and suggest repairs if needed.
18. When the job is completed, we will leave the garage cleaner than we found it.
19. We will dispose of any trash generated in the garage or driveway from our work.
20. We will answer any questions politely, promptly, and kindly.
21. We will treat homeowners like I would treat my own family members.
22. We will ensure homeowners have received the user operations manual and ask if they understand everything.
23. We will ask the homeowners their opinion of my work, respect their reply, and learn from it.
24. We will thank the homeowners for choosing my service company and leave our calling card and contacts.
25. With very few exceptions we will offer a lifetime warranty on certified components we install.

*Roy Bardowell, CDDC, served as Operations Manager at Guardian Access & Door Hardware until 2014. He has been in the door and operator industry since 1973 and is known as one of the industry's most experienced operator technicians and trainers. Roy received the IDEA Commitment to Excellence award in 2008 and IDA's Jerry R. Reynolds Volunteer Service Award in 2017. Contact him at [roythedoorman@gmail.com](mailto:roythedoorman@gmail.com)*