

How Well Do You Know Contracting & Vendor Compliance?

RA

2
EMPLOYEES

WIN

LUNCH IS ON US!

\$25
to TGIFriday's

Please complete and submit to training@royalamerican.com by **July 29th** for a chance to win!

1

I RECEIVED A NOTICE TO OWNER FOR WORK BEING DONE AT MY PROPERTY. I SHOULD:

- A** Immediately send it to the Contracting staff
- B** Post it on Facebook
- C** Do nothing because I don't know what it is

2

I RECEIVED A NOTICE OF COMMENCEMENT FROM THE CONTRACTING STAFF. I SHOULD:

- A** Record it at the courthouse as directed in the memo
- B** Tweet it to a friend
- C** Do nothing & stick it in my desk drawer

3

I NEED TO HAVE THE EXTERIORS OF MY PROPERTY PAINTED. I SHOULD:

- A** Complete a "Request for Statement of Work" & send it to my Regional to approve
- B** Call Pizza Hut delivery
- C** Do nothing & hope nobody notices the condition of my buildings

4

I RECEIVED THE MONTHLY INVOICE FOR SERVICES AT MY PROPERTY AND THE BILLING RATES DON'T MATCH WHAT IS SHOWING ON MY CONTRACT. I SHOULD:

- A** Contact the Vendor immediately to report the overcharges
- B** Call Ghostbusters
- C** Do nothing & hope they get it right next month

5

MY ANNUAL FIRE EXTINGUISHER INSPECTIONS ARE DUE. I SHOULD:

- A** Review the contract & call the Vendor to schedule my annual inspections
- B** Snap Chat it to a friend
- C** Do nothing & hope the fire extinguishers work if needed

6

I RECEIVED A TERMITE BOND RENEWAL INVOICE. I SHOULD:

- A** Contact my Regional Manager & request approval to pay the invoice
- B** Share it on Instagram
- C** Do nothing – who needs a termite bond?

7

I NOTICED THAT MY GROUNDS AND LAWN MAINTENANCE VENDOR IS NOT PROVIDING SERVICE ACCORDING TO THE SOW. I SHOULD:

- A** Contact the Vendor once, and if not corrected contact my Service Contract
- B** Complain about it to my family when I get home at night
- C** Do nothing & hope it doesn't look worse before my next inspection

8

I RECEIVED A PROPOSAL FOR REPAIRS TO MY FIRE ALARM SYSTEM PER THE ANNUAL INSPECTION. I SHOULD:

- A** Send the proposal with the inspection report to my Service Contract Administrator for further guidance
- B** Go shopping
- C** Do nothing & file the quote in my Fire Alarm vendor folder

9

I HAVE A PEST CONTROL CONTRACT IN PLACE & PEST CONTROL SHOULD BE DONE IN:

- A** Every unit every month
- B** My office annually
- C** Whatever units the vendor picks to treat

10

I RECEIVED A NOTICE ON TIMBERSCAN THAT A VENDOR WHOSE INVOICE I'M PROCESSING HAS EXPIRED INSURANCE. I SHOULD:

- A** Contact Vendor Compliance to inquire if updated insurance has been received
- B** Eat a whole box of donuts.
- C** Do nothing, they don't need their bills paid.

11

I RECEIVED A PHONE CALL FROM SOMEONE WANTING TO BE A VENDOR & I DO NOT NEED THEIR SERVICES. I SHOULD:

- A** Politely decline, letting them know that we already have numerous vendors that perform that job
- B** Look them up on Facebook & poke them repeatedly.
- C** Snap Chat a funny picture of me & my dog/cat.

12

I NEED A PLUMBER BUT THE ONE I USED A YEAR AGO IS NOT ON THE APPROVED VENDOR LIST. I SHOULD:

- A** Call or email Vendor Compliance & ask about the plumber I want to use before I call them out to do work
- B** Get some pool floats at Walmart and enjoy my down time
- C** Get on Instagram & send out a short video on my future goals

MY ANSWER SHEET

1	A	B	C
2	A	B	C
3	A	B	C
4	A	B	C
5	A	B	C
6	A	B	C
7	A	B	C
8	A	B	C
9	A	B	C
10	A	B	C
11	A	B	C
12	A	B	C

Name: _____

Property: _____