



Department:	Service Network Delivery Location: Share Point		
Procedure:	Area Manager Escalation Process		
Sub Process:	N/A		
Preceding Task:	N/A		
Date Issued:	04-19-2019	SOP Reference#	000-003
Revision Date:	08-12-2021		
Description:	To provide guidelines to the various support teams when escalating a Service Pros' workmanship, conduct, or other service missed commitments to the Area Manager.		
Responsibility:	Service Network Team		
Frequency:	As Needed	Timing	Escalation of Service Pros' service delivery failures.
Process Steps	<p>Cinch Real Estate Team</p> <p>If the Cinch Real Estate Account Executive requires assistance from an Area Manager on a high priority escalation, the following steps must be followed:</p> <p>Unresponsive Service Partner</p> <ul style="list-style-type: none"> Step 1- Allow the claim specialist team to follow the Client Specialist Team Process outlined in the Claim Specialists procedure. Step 2- Address their request via email to the corresponding Area Manager and copy the assigned Claim Specialist. <ul style="list-style-type: none"> ✓ The Area Manager is expected to respond within 24 hours. Step 3- If no response is received after 24 hours, the Cinch Real Estate Account Executive is requested to send a follow-up email copying the General Manager and Claim Specialist team supervisor and allow 24 hours for a response. <p>Recruiting Needs</p> <ul style="list-style-type: none"> When the Cinch Real Estate Account Executive identifies potential recruiting needs due to perceived or actual coverage gaps, they are required to send an email to the Recruiting Team's inbox at snadleads@cinchhs.com and copy the assigned Area Manager. <p>Payment Related Matters</p> <ul style="list-style-type: none"> For service pro's payment concerns tied to invoices, the Cinch Real Estate Account Executive must advise the service pro to ESCALATE their question/concern via the Service Bench claim escalation process. If a service pro presents the Cinch Real Estate Account Executive with paper invoices and claim they previously submitted said invoices through the proper channels, the Cinch Real Estate Account Executive should advise the service pro to contact their Area Manager for assistance. If the Cinch Real Estate Account Executive is requesting additional funds for a service job outside our normal payment/warranty repair guidelines, the Cinch Real Estate Account Executive should pay the service pro from their Public Relations budget. In those cases, all exception requests must go through the Claim Specialist assigned to the job in question for proper recording and deduction from the Cinch Real Estate PR Fund. 		