

Restoration First Response Kit

A starter kit for restoration businesses that need clearer first-call authorization, better urgency framing, and stronger mitigation intake handling.

Restoration owners, mitigation coordinators, intake teams, and office managers

GUIDE

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WHAT THIS ASSET COVERS

- Restoration Emergency Authorization Script
- Front Door Score Tool for Small Businesses
- Home Service Speed-to-Lead Checklist
- After-Hours Call Intake Script for Service Businesses

SUGGESTED ROLLOUT

1. Use clearer authorization language on the first serious damage call.
2. Score the front door so urgent mitigation demand stops leaking.
3. Tighten response speed before new intake volume hits the office.
4. Strengthen after-hours handling so first notice of loss still sounds controlled.

WORKING ASSET

RESTORATION FIRST RESPONSE KIT

This kit is built for restoration teams that need more control over first-call urgency, authorization language, and mitigation intake.

INCLUDED RESOURCES

- Restoration Emergency Authorization Script
- Front Door Score Tool
- Home Service Speed-to-Lead Checklist
- After-Hours Call Intake Script

RECOMMENDED ROLLOUT

1. Install the authorization script into first-notice-of-loss intake.
2. Review whether crews receive complete urgency notes before dispatch.
3. Use the speed-to-lead checklist to tighten first-call handling and overflow coverage.

WHAT GOOD LOOKS LIKE

- first-call language explains urgency without sounding chaotic
- office notes are complete enough for the crew to act fast
- after-hours restoration calls still sound controlled and branded

DEPLOYMENT NOTES

HOW STRONG TEAMS ACTUALLY USE THIS ASSET

- Assign one accountable owner instead of letting "Restoration First Response Kit" become shared but unmanaged work.
- Use it with restoration owners, mitigation coordinators, intake teams, and office managers in a weekly rhythm so the asset drives decisions rather than sitting in a folder.
- Decide in advance what counts as green, watch, and red performance so the team knows when to escalate.
- Capture learnings directly in the document every week so the asset becomes smarter over time instead of resetting to zero.

30-DAY ROLLOUT SEQUENCE

- Use clearer authorization language on the first serious damage call.
- Score the front door so urgent mitigation demand stops leaking.
- Tighten response speed before new intake volume hits the office.
- Strengthen after-hours handling so first notice of loss still sounds controlled.

WHAT SEPARATES A SERIOUS VERSION FROM A BASIC TEMPLATE

- Clear ownership for every step, not generic advice without accountability.
- Targets, thresholds, or decision rules that tell the team what good looks like.
- Specific working components: Restoration Emergency Authorization Script, Front Door Score Tool for Small Businesses, Home Service Speed-to-Lead Checklist, and more.
- A built-in review cadence so the document becomes part of operations rather than a one-time download.