

# Tree Service Storm Intake Kit

A starter kit for tree-service operators who need better storm-call triage, cleaner hazard qualification, and more reliable first-contact routing during weather-driven surges.

Tree-service owners, dispatchers, estimators, and emergency-response coordinators

## GUIDE

A starter kit for tree-service operators who need better storm-call triage, cleaner hazard qualification, and more reliable first-contact routing during weather-driven surges.

## WHAT THIS ASSET COVERS

- Tree Service Storm Triage Checklist
- Tree Service Insurance & Photo Handoff Playbook
- Roofing Storm Damage Photo Checklist
- After-Hours Call Intake Script for Service Businesses
- Front Door Score Tool for Small Businesses

## SUGGESTED ROLLOUT

1. Use the triage checklist to sort safety-critical storm work from lower-priority cleanup.
2. Improve photo and damage documentation so the field team starts with clearer context.
3. Deploy better after-hours intake language when storm spikes hit outside standard office hours.
4. Track the front door so storm-response quality can be coached instead of guessed.

## WORKING ASSET

### INCLUDED ASSETS

- Tree Service Storm Triage Checklist
- Roofing Storm-Damage Photo Checklist

- After-Hours Intake Script
- Front Door Score

## PRIMARY GOAL

Sort urgent storm work better, route real hazards faster, and reduce chaotic intake when weather volume spikes.

## ROLLOUT SEQUENCE

1. train office and dispatch on the triage checklist
2. add storm documentation prompts
3. align after-hours language
4. score storm-response readiness after each weather event

## REVIEW QUESTIONS

- were hazards prioritized correctly?
- were photos captured early enough?
- were after-hours calls handled with confidence?
- did storm callers receive a clear next step?

## DEPLOYMENT NOTES

### HOW STRONG TEAMS ACTUALLY USE THIS ASSET

- Assign one accountable owner instead of letting "Tree Service Storm Intake Kit" become shared but unmanaged work.
- Use it with tree-service owners, dispatchers, estimators, and emergency-response coordinators 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 the triage checklist to sort safety-critical storm work from lower-priority cleanup.
- Improve photo and damage documentation so the field team starts with clearer context.
- Deploy better after-hours intake language when storm spikes hit outside standard office hours.

- Track the front door so storm-response quality can be coached instead of guessed.

## **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: Tree Service Storm Triage Checklist, Tree Service Insurance & Photo Handoff Playbook, Roofing Storm Damage Photo Checklist, and more.
- A built-in review cadence so the document becomes part of operations rather than a one-time download.