



I'm Really Interested In Working With Referral, What Do I Do Now?

Your next step is to get some information into our hands that will allow us to learn more about you. We are looking to steadily grow each of our three divisions; residential & commercial carpet cleaning, and water damage restoration. We are building a friendly energetic detailed oriented team with a 'Can Do' attitude, excellent communication skills, spirit of willingness, cooperation and professional appearance. Thinking outside the box is welcome. Visit www.ReferralCareers.com to learn more. Please be truthful in your answers since we want this to be a good fit for you as much as for us. First, please read the history of our company to get to know us better.

History of Referral Carpet Cleaning

The story of Referral begins back in 1977, when Referral's founder, Ron, worked at Fort Wayne's Denny's Restaurant on Lima Road as a bus boy. Here's the story from Ron's words: Since the age of 12, being a young entrepreneur with lots of energy I had many lawn mowing jobs, both residential and commercial. At 17, working as a bus boy at Denny's gave me the inside edge to persuade my manager to use my lawn service instead of the company that came from Indianapolis. This company did all of the Indy locations and also Fort Wayne once a week. They also cleaned the windows on the same trip. They no longer wanted to make the trip just to clean the windows, so my manager asked me if I would like to learn how to clean windows. I said sure and went to Janitors Supply and bought my window cleaning equipment supplies. Soon I had several other commercial window cleaning accounts. I was next informed that the company from Indy no longer wanted to do the monthly carpet cleaning service for the Fort Wayne Denny's since they did not have the entire package of services any longer. My manager asked me if I would like to learn how to clean the stores carpet. I said sure and rented a Rug Doctor at the Golden Dome hardware store (now out of business). I chose Golden Dome hardware because they closed at 1:00pm on Saturday and did not charge for Sunday. I had to have the machine back at 8:00a.m. Monday morning. I would always line up another carpet to clean to help offset the cost of the rental.

At this time my business was called R & F Enterprises and my services included lawn care, window washing and carpet cleaning. Having good grades in high school, I was awarded a four year hoosier scholarship which would pay for tuition at any college in Indiana. I went to college for a year for accounting to be a CPA and decided I would rather work with my hands instead of behind a desk. I then went to Ivy Tech for electronics, but this field did not interest me either. At this time I made a decision to pursue the carpet cleaning business. I bought a commercial duty Rug Doctor to use for cleaning. The business name had to change since I was phasing out of lawn care and window cleaning. I tried the name C.C.C. or "Complete Carpet Cleaning" for just a short time, but felt it was just too generic. I realized I was getting all my business from referrals so I decided to name the business 'Referral Carpet Cleaning' with the slogan "Referrals Built Our Business."



In 1980, I married. My wife worked in the accounting department at a credit union. I put the first yellow page display ad in the phone book in 1981. As business picked up, my wife left her job and began caring for the books and answering the phone. In the fall of 1982, I upgraded from my Rug Doctor portables and purchased

my first electric truck mounted equipment and decided to hire my friend and first employee, Eric. In 1985, I subcontracted the building of a new home with a 3 car garage, which actually held 4 cars since the single side went two deep. The office was separate from the living quarters. I always kept the vans inside the garage. However, a retired man who lived in the center of the neighborhood learned of us running a business in a residential zoned neighborhood. Despite no complaints from any neighbors, he still got the city after us. The city threatened to padlock our doors and fine us \$300/day. We looked around to rent a building, but it was expensive and nothing fit our needs. So in 1988, I subcontracted and built our current office location at 2901 Parnell Ave. In the summer of 1999, we purchased our first van-powered truck mount unit (Butler PTO) which provides superior quality cleaning to our clients. We recognized the improved quality of cleaning and sold our electric truck mounts. In the summer of 2000, we purchased a second butler PTO truck mount. In 2003, we purchased a box truck with a butler PTO truck mount and installed custom shelving for our water damage equipment. Since then, we have replaced the two original butler truck-mounts with new units in October of 2005 and September of 2009.

We had at one time 3 and 4 trucks operating with two girls answering the phones. We ran a lot of coupon offers. However, employees come and go and I was very particular on how we serviced our clients. I was never one to give a quick 2-4 week training and then put them in charge of their own truck, out practicing on my clients. It takes months of training and even years to get good at all the details of being an excellent true professional technician. I was not hiring the right people and it wore me out. I decided to stay small for a while with only a couple of people helping until my sons were old enough to enter the business. While still in school, my sons would come with me on some commercial restaurant jobs and they would get paid to move the tables and remove the chewing gum off the carpet. We provided detailed quality work for our clients and decided to raise our rates, stopping nearly all coupon offers and mass media advertising. We began target marketing.

The future of Referral is very optimistic with my two sons, Alan and Ryan, the second generation, involved wholeheartedly in the business. They already have years of experience by just growing up around it their entire life. Alan has an associate's degree with Leadership Management. Alan has become our general manager and Ryan has become our operations manager. We want our clients to receive the top quality service they expect from us. Our goal is to be a medium sized business. This way, we can maintain our high standard of quality for our clients and also maintain the trust and personal relationship with our clients.

We ask that you be the very best at whatever you do. This is not an easy request, but I have some good news for you. Our clients already assume that you are the best. Our reputation precedes you. That reputation started in 1977 and has taken years to build, one smile, "thank you", "please", "you're welcome", at a time; spoken by employees who cared about and worked at being the best.

Now you have an opportunity to build on Referrals name. Look for any chance to exceed the expectations of the people around you, whether it is a client, supplier, or co-worker. Meeting expectations is the minimum required. To stand out you must reach beyond adequate.



Alan Falls

Ron Falls

Ryan Falls

Sincerely, *Ron Falls* – President

Referral's Mission

Referral provides the most outstanding cleaning and restoration service experience ever. We create a clean, healthy, comfortable and happy indoor environment our clients can be proud of so they can relax and enjoy a richer quality of life. Guaranteed.

Services Referral Offers

Carpet Cleaning, Upholstery Cleaning, Tile & Grout Cleaning, Oriental Rug Cleaning, Water Damage Restoration, Pet Stain & Odor Removal, Auto, RV & Boat Cleaning, Carpet & Fabric Protection

Job Application – Technician

PLEASE FILL IN ALL BLANKS

Date ____/____/____

First Name _____ Middle _____ Last _____

Address _____ Apt.# _____

City _____ State _____ Zip Code _____

Cell# () _____ Home# () _____ Other# () _____

Drivers License Number # _____ State _____

Primary E-mail _____

1. Are you lawfully prevented from becoming employed in this country due to visa or immigration status?

No Yes **If yes, we are not lawfully able to hire you.**

2. Do you have a valid Indiana's Drivers License? Yes No Have you ever driven a van? Yes No

3. How did you hear about this employment opportunity? _____

4. Position applying for _____

5. Have you applied at this company before? Yes No If yes, when? _____

6. Seeking Full-time or Part-time position Are you 18 years of age or older? Yes No

7. Why are you interested in working for Referral Cleaning and Restoration Inc.? _____

8. What other jobs are you applying for? _____

9. Do you have experience working for a cleaning and/or restoration business in the past? Yes No

If yes have you signed a non compete agreement? Yes No

If yes what are the details? _____

10. Can you communicate (read & write) in English? Yes No

11. Are you currently laid off? Yes No

If yes, if called back, would you return to the place of work that laid you off? Yes No

12. Are you collecting unemployment benefits currently? Yes No

13. Are you employed now? No Yes, How much notice does your current employer need? _____

14. How soon would you be available for employment? _____

15. Available to work (check all that apply) Days Evenings Weekends Emergency Work

16. Are you restricted to working Certain Hours? No Yes If yes, list hours not available:

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday

17. Are you restricted to working Certain Days? No Yes If yes, check days not available:

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday

18. Are there any other obligations that would prevent you from being on time and with good attendance?

Yes No If yes, please explain: _____

19. Have you been convicted of a felony? Yes No If Yes, please explain: _____

20. Do you have any injuries or disabilities which would prevent you from performing physical work involving lifting, reaching, bending, or driving? Yes No

21. Are you able to lift 75 pounds or more safely, without hurting your back, with or without reasonable accommodations, one or several times per day? Yes No

22. This job requires heavy lifting. Do you have any other limitations that may prevent you from working with, loading or moving things such as heavy equipment, large furniture or heavy rugs? Yes No

If yes, please explain: _____

23. Do you have allergies to chemicals, dust, mold, pets or anything else? Yes No If yes, explain: _____

24. This job requires seeing slight differences in color or shades of color. Are you color blind? Yes No

25. In the past 5 years, what traffic violations do you have? Speeding:

#1 Actual Speed _____ Your Speed _____ Date _____ #2 Actual Speed _____ Your Speed _____ Date _____

#3 Actual Speed _____ Your Speed _____ Date _____ #4 Actual Speed _____ Your Speed _____ Date _____

#5 Date of Red Light Violation _____ #6 Date of Red Light Violation _____

#7 Date of Seat Belt Violation _____ #8 Date of Seat Belt Violation _____

#9 Date of Accident _____ Your fault Yes No #10 Date of Accident _____ Your fault Yes No

#11 Date of DUI _____ #12 Date of DUI _____

Other Offenses or Points? Explain _____

26. Do you smoke? Yes No

27. We have a non-smoking policy, if hired, would you abstain from smoking during business hours?

Yes No

28. Will you comply with our clean cut personal appearance policy? Yes No

29. Do you have your own reliable transportation to and from work? Yes No If no, explain _____

30. If your transportation has problems, would you make arrangements to be to work on time? Yes No

31. Check all computer software/tasks you are proficient in: Microsoft Word Excel Power-point

Web Design Quickbooks Microsoft Outlook Simple Graphic Design Mail Merge Smart Phone

32. Do you have any other computer / software experience or skills? Yes No If yes, describe: _____

33. How long have you lived in the Fort Wayne area? _____

34. How long do you plan to stay in the Fort Wayne area? _____

35. Do you have your own personal cell phone? Yes No

36. Describe yourself: _____

37. Neatness and orderliness are important for this position. Give examples of how you would demonstrate this quality. _____

38. Being punctual is important for this position. Give examples of how you would demonstrate this quality. _____

39. Have you ever worked for a small family owned business before? Yes No If yes, what did you like or dislike about it? _____

40. What good things could you bring to this job and company? _____

41. Is there something you did in a previous job (a project, an idea to make things more efficient, a way to save money, etc.) that was really innovative, or that you were very proud of? If so, what specifically did you do, and how did it help the company or your fellow workers? _____

42. Of all your previous jobs, which was the worst? Why? _____

43. Of all your previous jobs, which was the best? Why? _____

44. Describe your Strengths? What are some of your strong qualities? Don't be shy. _____

45. What are your Weaknesses? Be truthful. We all have them. What things do you wish you could improve?

46. Think of a specific incident in a previous job in which you had to deal with a difficult customer. Briefly explain the situation and what you did about it. _____

47. Do you have outside sales experience? Yes No If yes, describe _____

48. Do you have inside phone sales experience? Yes No If yes, describe _____

49. Do you have any public speaking experience? Yes No If yes, describe _____

50. Do you prefer to work with people or do you work best by yourself? _____

51. What are the only reasons you would call in sick to work? _____

52. List five poor examples when an employee would miss work? _____

53. If you were in charge of hiring at Referral, tell me the 10 most important things a person would need to possess in order to hire them? _____

54. What things would make this an ideal job for you? _____

55. Check the box if you have any experience or skill and indicate the extent your skill level is.

Some of these we encounter in restoration work or around our shop.

Install carpet- _____

Install vinyl- _____

Install ceramic- _____

Painting- _____

Finish carpentry- _____

- Framing carpentry- _____
- Drywall hanging- _____
- Drywall finishing /repair- _____
- Landscaping- _____
- Buffing cars- _____
- Snow removal- _____
- Window washing- _____
- Auto Mechanics- _____
- Draw/Artist- _____
- Other _____

56. Have you ever had a job with irregular hours? Yes No

57. Are you a morning person? Yes No Are you a night owl? Yes No

58. Why do you think you would be a good fit for our company? _____

59. What wage scale would you expect upon hiring:
 1st 90 days of training \$ _____ After 90 days \$ _____ After 1 year \$ _____

60. What are your specific expectations for future wages and benefits? _____

61. If you are chosen to join the Referral Team how long do you plan to stay? _____

62. What do you expect of Referral Cleaning & Restoration Inc.? _____

63. Have you received or expect to receive a job offer from other job applications? Yes No Describe:

64. Of all the applicants we have received, why should we hire you? _____

Education

Name of High School _____

City _____ State _____ Number of Years Attended _____

Did you graduate High School?

Yes Can you provide us with your transcript? Yes No

No Have you received your G.E.D.? Yes No If no, why? _____

Additional high schools attended _____

Did you attend a trade school/college? Yes No

If yes, current trade school / college name _____ City _____ State _____

If yes, Date started _____(month)_____(year) Date finished _____(month)_____(year)

Did you graduate? Yes No If yes, what degree? _____

Can you provide us with your transcript? Yes No

Subjects studies _____

If you did not graduate why? _____

Additional colleges attended _____

Additional subjects studied _____

Are you currently attending a trade school / college ? Yes No

If yes, current trade school / college name _____ City _____ State _____

What is your major? _____

What is your class schedule? _____

When did you begin attending _____

When is your expected graduation date? _____

Can you provide us with your current transcript? Yes No

Other certifications, training or skills _____

EMPLOYMENT HISTORY Enter past 6 jobs starting with **Most Recent Position Held (1)**

From (mo/yr) _____/_____/_____ To (mo/yr) _____/_____/_____ Total= _____ Years _____ Months

Company _____ City _____ State _____

Name of Supervisor _____ Phone _____

Position Held _____ Starting Pay \$ _____ Ending Pay \$ _____

Describe your job and duties performed _____

Awards/Recognitions _____

What good points would your supervisor say about you? _____

What bad points would your supervisor say about you? _____

May we contact the above supervisor for a reference? Yes No

If no, why? _____

What did you like most about this job? _____

Co-workers? _____

Supervisor? _____

What did you dislike most about this job? _____

Co-workers? _____

Supervisor? _____

Was your work schedule for this job always the same every week? Yes No

Describe your work schedule for this job _____

On average, in one month, How many times were you late? _____ How often did you miss work? _____

How many hours a day did you work? _____ How many hours a week did you work? _____

How many overtime hours a week did you work? _____

What good and bad points would your co-workers say about you? _____

Did you voluntarily quit? Yes No How much notice did you give? _____

Reason for Leaving _____

Were you terminated? Yes No If yes, why? _____

Would they hire you back again? Yes No Why? _____

EMPLOYMENT HISTORY

Previous Position Held (2)

From (mo/yr) _____/_____/_____ To (mo/yr) _____/_____/_____ Total= _____ Years _____ Months

Company _____ City _____ State _____

Name of Supervisor _____ Phone _____

Position Held _____ Starting Pay \$ _____ Ending Pay \$ _____

Describe your job and duties performed _____

Awards/Recognitions _____

What good points would your supervisor say about you? _____

What bad points would your supervisor say about you? _____

May we contact the above supervisor for a reference? Yes No

If no, why? _____

What did you like most about this job? _____

Co-workers? _____

Supervisor? _____

What did you dislike most about this job? _____

Co-workers? _____

Supervisor? _____

Was your work schedule for this job always the same every week? Yes No

Describe your work schedule for this job _____

On average, in one month, How many times were you late? _____ How often did you miss work? _____

How many hours a day did you work? _____ How many hours a week did you work? _____

How many overtime hours a week did you work? _____

What good and bad points would your co-workers say about you? _____

Did you voluntarily quit? Yes No How much notice did you give? _____

Reason for Leaving _____

Were you terminated? Yes No If yes, why? _____

Would they hire you back again? Yes No Why? _____

EMPLOYMENT HISTORY

Previous Position Held (3)

From (mo/yr) _____/_____/_____ To (mo/yr) _____/_____/_____ Total= _____ Years _____ Months

Company _____ City _____ State _____

Name of Supervisor _____ Phone _____

Position Held _____ Starting Pay \$ _____ Ending Pay \$ _____

Describe your job and duties performed _____

Awards/Recognitions _____

What good points would your supervisor say about you? _____

What bad points would your supervisor say about you? _____

May we contact the above supervisor for a reference? Yes No

If no, why? _____

What did you like most about this job? _____

Co-workers? _____

Supervisor? _____

What did you dislike most about this job? _____

Co-workers? _____

Supervisor? _____

Was your work schedule for this job always the same every week? Yes No

Describe your work schedule for this job _____

On average, in one month, How many times were you late? _____ How often did you miss work? _____

How many hours a day did you work? _____ How many hours a week did you work? _____

How many overtime hours a week did you work? _____

What good and bad points would your co-workers say about you? _____

Did you voluntarily quit? Yes No How much notice did you give? _____

Reason for Leaving _____

Were you terminated? Yes No If yes, why? _____

Would they hire you back again? Yes No Why? _____

EMPLOYMENT HISTORY

Previous Position Held (4)

From (mo/yr) _____/_____/_____ To (mo/yr) _____/_____/_____ Total= _____ Years _____ Months

Company _____ City _____ State _____

Name of Supervisor _____ Phone _____

Position Held _____ Starting Pay \$ _____ Ending Pay \$ _____

Describe your job and duties performed _____

Awards/Recognitions _____

What good points would your supervisor say about you? _____

What bad points would your supervisor say about you? _____

May we contact the above supervisor for a reference? Yes No

If no, why? _____

What did you like most about this job? _____

Co-workers? _____

Supervisor? _____

What did you dislike most about this job? _____

Co-workers? _____

Supervisor? _____

Was your work schedule for this job always the same every week? Yes No

Describe your work schedule for this job _____

On average, in one month, How many times were you late? _____ How often did you miss work? _____

How many hours a day did you work? _____ How many hours a week did you work? _____

How many overtime hours a week did you work? _____

What good and bad points would your co-workers say about you? _____

Did you voluntarily quit? Yes No How much notice did you give? _____

Reason for Leaving _____

Were you terminated? Yes No If yes, why? _____

Would they hire you back again? Yes No Why? _____

EMPLOYMENT HISTORY

Previous Position Held (5)

From (mo/yr) _____/_____/_____ To (mo/yr) _____/_____/_____ Total= _____ Years _____ Months

Company _____ City _____ State _____

Name of Supervisor _____ Phone _____

Position Held _____ Starting Pay \$ _____ Ending Pay \$ _____

Describe your job and duties performed _____

Awards/Recognitions _____

What good points would your supervisor say about you? _____

What bad points would your supervisor say about you? _____

May we contact the above supervisor for a reference? Yes No

If no, why? _____

What did you like most about this job? _____

Co-workers? _____

Supervisor? _____

What did you dislike most about this job? _____

Co-workers? _____

Supervisor? _____

Was your work schedule for this job always the same every week? Yes No

Describe your work schedule for this job _____

On average, in one month, How many times were you late? _____ How often did you miss work? _____

How many hours a day did you work? _____ How many hours a week did you work? _____

How many overtime hours a week did you work? _____

What good and bad points would your co-workers say about you? _____

Did you voluntarily quit? Yes No How much notice did you give? _____

Reason for Leaving _____

Were you terminated? Yes No If yes, why? _____

Would they hire you back again? Yes No Why? _____

EMPLOYMENT HISTORY

Previous Position Held (6)

From (mo/yr) _____/_____/_____ To (mo/yr) _____/_____/_____ Total= _____ Years _____ Months

Company _____ City _____ State _____

Name of Supervisor _____ Phone _____

Position Held _____ Starting Pay \$ _____ Ending Pay \$ _____

Describe your job and duties performed _____

Awards/Recognitions _____

What good points would your supervisor say about you? _____

What bad points would your supervisor say about you? _____

May we contact the above supervisor for a reference? Yes No

If no, why? _____

What did you like most about this job? _____

Co-workers? _____

Supervisor? _____

What did you dislike most about this job? _____

Co-workers? _____

Supervisor? _____

Was your work schedule for this job always the same every week? Yes No

Describe your work schedule for this job _____

On average, in one month, How many times were you late? _____ How often did you miss work? _____

How many hours a day did you work? _____ How many hours a week did you work? _____

How many overtime hours a week did you work? _____

What good and bad points would your co-workers say about you? _____

Did you voluntarily quit? Yes No How much notice did you give? _____

Reason for Leaving _____

Were you terminated? Yes No If yes, why? _____

Would they hire you back again? Yes No Why? _____

Character References List 6 people you've known for at least one year. Someone that really knows you and can honestly vouch for your personal character and work ethic. (co-worker, prior supervisor, college professor, spouse) Only list people that have given you their ok for us to call them.

Name (1) _____ Relationship _____
Address _____ City _____ State _____
Cell # _____ Home# _____ Number of years known _____
Best time to call _____

Name (2) _____ Relationship _____
Address _____ City _____ State _____
Cell # _____ Home# _____ Number of years known _____
Best time to call _____

Name (3) _____ Relationship _____
Address _____ City _____ State _____
Cell # _____ Home# _____ Number of years known _____
Best time to call _____

Name (4) _____ Relationship _____
Address _____ City _____ State _____
Cell # _____ Home# _____ Number of years known _____
Best time to call _____

Name (5) _____ Relationship _____
Address _____ City _____ State _____
Cell # _____ Home# _____ Number of years known _____
Best time to call _____

Name (6) _____ Relationship _____
Address _____ City _____ State _____
Cell # _____ Home# _____ Number of years known _____
Best time to call _____

Authorization & Certification

- 1- I certify that the facts contained in this application are true and complete to the best of my knowledge and understand that, if employed, falsified statements on this application shall be grounds for dismissal, and that employer will pursue legal action to the fullest extent of the law.

Signed _____ Date ____/____/_____

- 2- I authorize investigation of all statements contained herein and the references and employers listed to give you any and all information concerning my previous employment and any pertinent information they may have, personal or otherwise, and release the company from all liability for any damage that may result from utilization of such information.

Signed _____ Date ____/____/_____

- 3- I further authorize obtaining and investigating criminal records, credit report, background investigation, urine test, medical examinations, tests and past medical record, and department of motor vehicles report as needed to evaluate my application.

Signed _____ Date ____/____/_____

- 4- I understand that I will be required to pass a drug test prior to employment and at random during employment.

Signed _____ Date ____/____/_____

- 5- I understand that the employment relationship with Referral Cleaning & Restoration Inc. is voluntary on the part of both Referral Cleaning & Restoration Inc. and employee, and either party may terminate that relationship with or without notice or cause.

Signed _____ Date ____/____/_____