

# Autonomy Checklist

- Is a safe driver
- Is able to keep the van clean front and back
- Is capable of taking payment well
- Is capable of delivering pricing and options to customers
- Can effectively communicate with the office
- Maintains good communication with the customer
- Can keep the van stocked and ready for use
- Is capable of restocking at Vamac or the shop without assistance
- Is proficient at plumbing diagnostics
- Is capable of using the pricing formula competently
- Can navigate and use Service Titan well
- Can handle high stakes conversations while representing Sunwave principles
- Has memorized Sunwave Principles
- Is capable of doing every basic plumbing job alone
- Manages customer expectations well
- Notices and informs customers of additional things that should be taken care of in their homes
- Takes good care of tools and the van
- Takes full responsibility for their actions
- Does all things with a good attitude
- Always delivers on what they say (has integrity)
- Does all of these things without being reminded