



EMPLOYMENT APPLICATION - PART 1

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 and cooperation and professional appearance. Thinking outside the box is welcome. 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.

When completed with the application please scan and email it to ReferralCarpetCare@msn.com

If this is not possible mail to 2901 Parnell Ave, Fort Wayne, IN 46805.

History of Referral Carpet Cleaning

The story of Referral begins back in 1977, 33 years ago, 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 his 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.



Ron Falls Alan Falls Ryan Falls

Sincerely, Ron Falls – President

Referral's Mission

"To provide the most outstanding cleaning and restoration service experience available. To create a clean, healthy, comfortable and happy indoor environment that allows our clients to 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, Odor Removal, Auto, RV & Boat Cleaning, Carpet & Fabric Protection

Job Application – Part 1

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

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

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

10. 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

11. Are you collecting unemployment benefits currently? Yes No

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

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

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

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

| Monday | Tuesday | Wednesday | Thursday | Friday | Saturday | Sunday |
|--------|---------|-----------|----------|--------|----------|--------|
| | | | | | | |

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

| Monday | Tuesday | Wednesday | Thursday | Friday | Saturday | Sunday |
|--------|---------|-----------|----------|--------|----------|--------|
| | | | | | | |

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

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

19. 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
20. This job requires heavy lifting. Do you have any other limitations that may prevent you from working with heavy equipment and moving heavy furniture? Yes No If yes, please explain: _____

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

22. This job requires seeing slight differences in color or shades of color. Are you color blind? Yes No
23. In the past 5 years, how many traffic violations do you have? Speeding _____ Red Light _____
Accidents _____ DUI's _____
24. 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 _____
25. Do you smoke? Yes No
26. We have a non-smoking policy, if hired, would you abstain from smoking during business hours?
 Yes No
27. Will you comply with our clean cut personal appearance policy? Yes No
28. Do you have your own reliable transportation to and from work? Yes No If no, explain _____

29. If your transportation has problems, would you make arrangements to be to work on time? Yes No
30. Check all computer software you do well at: Microsoft Word Excel Power-point Web Design

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

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

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

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

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

36. Is being clean, neat and orderly important to you? Yes No, Why? _____

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

38. How punctual are you? _____

39. Describe yourself: _____

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

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

42. 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? _____

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

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

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

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

47. 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. _____

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

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

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

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

52. How do you handle criticism about your work? _____

53. List the characteristics of a “good worker,” someone with a strong work ethic: _____

54. How do you react if things don't go your way? _____

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

56. List five invalid examples when an employee would miss work? _____

57. Think of a specific time at a previous job when something went wrong (something broke or just didn't work, or you made a mistake, or someone else made a mistake, etc.). What happened, and how did you react in that situation? _____

58. If you overheard a co-worker giving the customer wrong information, how would you handle it? _____

59. Are you loyal to your co-workers or the management? Explain or give examples _____

60. Think of a specific time at a previous job when you pushed yourself to get out of your comfort zone, when you tried to do something that you previously didn't think you could do. Explain the situation and the outcome.

61. Think of a time in a previous job where you didn't have the necessary resources to do your work properly (the right piece of equipment or tool, the right office supplies, etc.). Explain a specific incident and what you did in that situation?

62. We are a small company; therefore we all "wear many hats. Every person pitches in to get things accomplished. Based upon customers needs, we may be extremely busy one day and slow the next. Some months are typically busier than others. This type of work may physically wear you out at the end of the day. During thunderstorm season, we may work around the clock with very little sleep for a few days straight. We may work long hours 10, 12, 14 or on some rare occasions even more. Relate one example of your reaction or attitude in previous work situations that showed you could handle a long tiring day or week, yet you still were pleasant to clients and co-workers.

Example: _____

63. If you have no experience or we spend months in your training, what training wage scale would you expect upon hiring: 1st 30 days of basic training \$_____ After 90 days \$_____ After 1 year \$_____

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

65. 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? _____

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

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

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

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

70. Where would you like to see yourself three years from now with this job? _____

71. Tell us why you want this job. _____

Education

Name of Elementary School _____

City _____ State _____ Number of Years Attended _____

Did you graduate? Yes No Additional grammar schools attended _____

Name of High School _____

City _____ State _____ Number of Years Attended _____

Did you graduate High School? Yes No If no, why? _____

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

Additional high schools attended _____

Name of College _____

City _____ State _____ Number of Years Attended _____

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

If no, why? _____

Subjects Studied _____

Additional colleges attended _____

Name of Trade School _____

City _____ State _____ Number of Years Attended _____

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

If no, why? _____

Subjects Studied _____

Other certifications or skills _____

Additional trade schools attended _____

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 and 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 _____

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 and 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 _____

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 and 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 _____

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 and 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 _____

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 and 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 _____

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 and 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 _____

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, 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 ____/____/____