




**ARM** AMERICAN  
REPAIR  
MAINTENANCE

## LBRANDS MARKET REPAIRS

GMC PROGRAM

AMERICAN REPAIR MAINTENANCE

SPRING LAKE, MICHIGAN



## LBRANDS MARKET REPAIRS

American Repair Maintenance serves as the General Contractor for the Lbrands Corporation. Our company provides Preventative Maintenance services as a part of the Lbrands Market Repair (MR) Program. We currently perform these services in the following stores:

- Bath & Body Works
- Victoria's Secret
- Victoria's Secret PINK
- Henri Bendel
- La Senza

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### EXPECTATIONS

You are Lbrands eyes in their stores. Our aim is to treat these stores as if they are our own by raising the overall appearance and ensuring all concerns are addressed and cared for. Maintain momentum and enthusiasm during all visits to ensure a positive relationship with the store management and employees.

To be successful, it's important to have a team approach with the store management. This includes informing them of:

- What is being handled during the visit
- Material orders
- Work that is planned for the next visit
- Repair statuses
- Return visit dates

Store managers are required to use a White Board or Check List to communicate with technicians. These White Boards/Checklists will list all 'repair' items that must be addressed prior to identifying other repairs. At the end of your visit, you are expected to notate what has been completed and what will be completed the following visit. You will also include your name, phone number, return date, and Store Manager signature and date on the White Board/Checklist. Take a photo of the White Board/Checklist and upload it in mHelp along with your job ticket information.

If the store does NOT have a White Board or Checklist ready for you, note all completed items on the White Board/Checklist yourself, as well as the additional information in the above paragraph. Take a photo of the White Board/Checklist and upload it in mHelp along with your job ticket information. Inform the appropriate Account Manager that the White Board/Checklist was not ready upon your arrival.

Please note that the White Board/Checklist are not the only source of work required because store management will not see everything that trained technicians will, so it is important to look for concerns outside of the Market Repair Program. Once the White Board/Checklist and all other Break/Fix items are addressed, visual inspections and touch-up paint is required for the balance of the store visit duration.

Coordinate with the Store Manager a location in the back of the house for the store to put all broken items and items that have fallen off.

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## TIME MANAGEMENT

To make the best use of your time work efficiently with minimal interruptions. Ensure that you keep materials and supplies on hand during all store visits and make minimal trips to your vehicle and/or supply stores.

Although the goal is for 80% of each store's maintenance to be completed during these Market Repair visits, quotes may need to be submitted for work that requires additional care, time, and materials. Be proactive in identifying these cases and detailed in your requests. All quotes must be uploaded to mHelp while on the job site.

Coordinate with open store hours. For example, when doing touch-up paint on floor fixtures, ensure that the drying times will not interfere with customers shopping experience or store employees inventory stocking.

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## STORE CADENCE

Each store has an allotted time limit for each Market Repair (MR) visit. This allotted time is dependent on the traffic in the store and total sales.

You will have pre-scheduled visits throughout the month with the following cadence types:

### MONTHLY

2-Hours

### BI-WEEKLY

3-Hours

### WEEKLY

5-Hours

**Technicians are required to stay for the total amount of hours – failure to do so will result in disciplinary action.**

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## SCOPE OF SUPPORT

Scope of support will differ from store to store. Below you will find hot items that must be addressed at every visit:

### BATH & BODY WORKS

- Break/Fix items
  - Trimming on floor fixtures, drawers, glides, fixture doors, hinges, knobs/pulls, etc.
- Demo sinks (caulking and repairs)
- Lighting
  - 100% lit, light inventory in stockroom

### VICTORIA SECRECT & PINK

- Break/Fix items
  - RTR top trim, drawers, glides, fixture doors, hinges, knobs/pulls, etc.
- Fitting Rooms
- Lighting
  - 100% lit, light inventory in stockroom
- Broom guards

### BACK OF HOUSE

- Lighting
- Ceiling Tiles
- Major drywall repairs
- Garcy shelves

Additional items to take note of and address are as follows:

- Missing electrical outlet cover plates, Touch-Up paint, Non-lit back of house 4ft fluorescent bulbs, Loose back on house door hardware-hinges, Door stops, Sales floor damaged drywall/paint, Flooring repairs, Door locks, Emergency lighting, Restrooms, Water fountains, Leaks, etc.

**ALL SAFETY HAZARDS MUST BE SECURED AS SOON AS POSSIBLE. IF THE SAFETY HAZARD REQUIRES ADDITIONAL WORK, PLEASE CALL THE APPROPRIATE ACCOUNT MANAGER.**