

15 steps of maintenance

The following is our standard for maintenance of each plant at every account.

Every Technician is required to know and use the 15 steps. These steps insure the health and attractive appearance of the plants in our care.

- 1 **Visually scan the room.** Assess the over all condition of the plants and room conditions (hot, cold or stuffy) **While saying "hello" to anyone present**
- 2 **Look for obvious problem areas** These include plants in front of west facing windows, plants in very low light, plants in very cold rooms, plants that are being used as trash receptacle, and plants in rooms with no windows and no lights on.
- 3 **Look for bugs/disease on the plants.**(under leaves , in junctions, as well as the soil) **** Treat for pests if needed with oil or soap. Wash pests off of leaves.**
- 4 **Determine the soil moisture content with yor soil probe. This step is critical...soil moisture needs determine the watering step.** Is it too wet, too dry, what is the plant trying to tell you? check the soil condition(spot dry, dry at the rim, wet, dry pockets, **** Probe the soil in multiple locations. ****
- 5 **Visually Check the sub-irrigation tank. **** Is the water level where it should be? **** If no sub-irrigation/ Check the drip tray** (It should be dry, empty if water is present). Check to see if more water is needed Probe for dry areas. Dry pockets kill, Soggy roots die.
- 6 **Pick out the Trash,** This includes dead leaves.
- 7 **Water the plants (if needed).** Fill or Semi fill the jardiniere (according to plant moisture requirements), or Mona, fill or semi fill the natural spring or CWI (remember..if you remove the cork and the soil gets watered immediately) , if cap matt is used - thoroughly wet the cap Matt.
- 8 **Pull yellow leaves, cut runners as needed , remove ugly leaves.** Use good judgment... Do not strip the plant.
- 9 **Clean the plant,** Use sprays if needed, dust and use wet mitts to remove grime. 2 drops of soap to a spray bottle of water for cleaning. This will also keep water from spotting the leaves. Too much soap will burn the leaves and leave soap film ... 2 drops only. Spray foliar spray, bug spray, leaf shine on an as needed basis. Leaves should never be dull. Not all sprays are needed each week, some sprays may be combined into the same spray bottle. (if in doubt ask.)
- 10 **Hand wipe any leaves-both sides- bugs hide under leaves.** Look for spotted, or extremely dirty leaves & stems, Spraying dirt only makes mud, Plants must shine!
- 11 **Arrange the top dressing, moss, rocks.etc.** (Replace the moss when it looks old or discolored).
- 12 **Check placement of the plant,** Turn so the best side of the plant is facing into the room. Plants will turn to light so this must be done at each service. Check placement within the room, has it been moved? does it look wrong? If so...fix it.
- 13 **Check the drip tray again. (Only if plant is not subirrigated)** Fill if necessary, or empty if necessary.
- 14 **Clean up any spots of water** that have fallen on the floor or table. Check for over spray on the mirrors, walls, windows, wipe it up. **** The products we use stain fabric, water will destroy wood.(Be cautious, damage repair may be deducted from your pay.)**
- 15 **Clean up any moss or soil** that may have gotten on the floor or area surrounding the plant.