

Key takeaways

Better Communication with Buildertrend

Use core features

Communication starts with using core features of Buildertrend

- Our messages are like emails: Quick and easy communication stored directly on your jobs
- Comments on To-Do's reduce errors and provide clarity
- Draw on your photos to fix issues with pin-point accuracy

Lay out a process

Lay out a concrete process for when things will be entered into the system

- Starting a new job should be a consistent process with followed steps
- Fill out crucial fields, such as the owner info tab, and control what the client has access to
- Think of creative ways to encourage people to enter information in the system in a timely manner

Trust the system

Emphasize the system as part of your culture and trust it

- Buy-in begins with you, and your enthusiasm will spread
- Start with key features, making it easy for your staff to succeed
- From sales to production, homeowner involvement should be central to your operation



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