

High Profile Frequently Asked Questions

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How many years of service have you provided to the lawn care industry? 21 Years

How many employees do you retain during the summer season? 65

What is your average length of tenure? 12 Years

Can you describe any on-going training processes? How do you stay up-to-date on the latest turf management techniques?

We have weekly training classes, coupled with recertifications of green industry related education. In addition, we attend industry trade shows and subscribe to industry publications, websites and blogs.

Does High Profile belong to any industry related trade groups? What license's or accreditation's does your staff maintain?

MN/DOT Certified Landscape Specialist, MPCA Level 1 Certified (De-Icing), SIMA, MPCA Level 1 Certified (Turf Grass Maintenance Best Practices), and MN Department of Agriculture Licensed Commercial Pesticide Applicator's.

Describe your company's strategy and application process in regards to pesticides, fertilizers, and other chemicals.

Utilizing Best Practices with a less is more environmentally- friendly philosophy while abiding by all federal, state, and local laws.

How many large accounts are you responsible for in a typical season?

We currently service a total of over 250 accounts extending from Stillwater to Wayzata and Burnsville to forest Lake. We at even given time will have 40+ crews in the field.

How do you prioritize your customers and accounts to determine who will be serviced first?

We run production in clusters and each cluster has a dedicate crew that is routed to the same cluster each event or week. In addition to a dedicated crew we run 2+ floater crews that enable us react quickly to any emergency to issues with a 1 to 2 hours time frame.

Do you use subcontractors to complete your services?

We are proud to provide all services with our well-trained and experienced staff of industry professionals. Each and every truck on each and every property is owned, lettered, and operated by High Profile.

Can you explain your problem resolution method and process?

We use the accountability method. We track the problem from start to finish and document the findings. Based upon the findings we will fix the problem as deemed necessary. We use the findings to teach or train our team, so the problem doesn't reoccur and the team or person responsible is held accountable. The goal of this process is to eliminate the reoccurrence of the issue in question.

Can you describe the key performance indicators you use in order to measure your performance?

Our company mission statement is S.E.E. (Safe. Efficient. Exceptional.) This is our goal with each and every project assigned to us, regardless of scope. We use this method coupled with our onboard GPS tracking system with photos to give real time data and performance efficiency statistics to the office support staff. Crews cannot leave sites without photos uploaded of work completed; these systems are in place to maintain the standards outlined for successful accomplishment of any assigned task.

What are some of your competitive advantages?

1. No subcontractors. Career-focused, and year-round staff.
2. Onboard GPS in truck tracking and route system including time stamped work orders with before and after pictures. (www.Xora.com)
3. Highly trained and certified staff with years of experience.