

## Frequently Asked Questions

Updated 12.5.2024

### Who is Powerhouse?

Powerhouse is pleased to announce a preferred nationwide program for Burger King franchise operators! Powerhouse offers facilities maintenance services (20+ trades), exterior services, and turnkey multi-site refresh/remodel services. Since 2004, Powerhouse has partnered with the largest, most prominent brands on their R&M maintenance and brand upgrade programs. **Powerhouse specializes in major strategic programs and helping operators with 25+ or more properties.**

### What trade(s) and service(s) does Powerhouse offer?

Powerhouse offers a wide variety services, both scheduled & reactive nationwide

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|---|--|
| <ul style="list-style-type: none"> <li>• Building Strikes</li> <li>• Ceilings</li> <li>• Drywall</li> <li>• Doors</li> <li>• Dock Equipment</li> <li>• Electrical</li> <li>• Exterior lighting</li> <li>• Flooring</li> </ul> | <ul style="list-style-type: none"> <li>• HVAC/R</li> <li>• Locksmith</li> <li>• Lot Striping</li> <li>• Masonry</li> <li>• Paint &amp; Wall Covering</li> <li>• Parking Lot Repairs &amp; Maintenance</li> <li>• Plumbing</li> <li>• Power Washing</li> <li>• Restoration &amp; Disaster Recovery</li> <li>• Signs &amp; Banners</li> <li>• Site Surveys</li> <li>• Snow Removal</li> <li>• Tile/Grout</li> <li>• Welding</li> </ul> |
|---|--|
- Fixtures
- Furniture & Fixtures
  - Handyman
  - General Maintenance
  - Landscaping, Lot Sweeping
  - Glass Repair
  - Graffiti Removal

- Why Powerhouse?

- **Fully Insured** – More protection. Reduced risk
- **Deep bench of contractors.** Fully vetted. Professional. Highly local.
- **Trade Expertise** in QSR facilities management. Understand restaurant management
- **Real Time Updates** – Eliminate the guessing game of repair status
- **Permitting & Due Diligence Support** – Ease the burden with larger projects
- **Competitive market pricing** - Negotiated hourly rates
- **Relationships with Equipment Suppliers** – turnkey solutions
- **Value Engineered Solutions** – get the most of our your budget
- **Reporting & Trend Analysis** – data driven R&M decision making

### New to Powerhouse?

Speak to a Powerhouse Representative today:

Brandon Smith: E: [Brandon.Smith@powerhousenow.com](mailto:Brandon.Smith@powerhousenow.com) P: 513-519-5117



### **What Is MetryX?**

MetryX is Powerhouse's proprietary work order management system. From this platform you can:

- Place new work requests 24/7/365
- Review the status of work requests in real time
- Review & approve repair proposals
- Review & approve repair invoices
- Run reports and consolidate information

### **How Do I Place New Requests?**

New requests can be placed through Powerhouse's work order management system, "MetryX" by clicking on the link below.

MetryX: <https://www.powerhousenow.com/strategic-alliances-restaurant/>

Email: [PHFMBurgerKing@powerhousenow.com](mailto:PHFMBurgerKing@powerhousenow.com)

Phone: (817)297-8575

### **I forgot my username and/or password. Who Should I Contact?**

Click on the link below and follow instructions to reset your password. Trouble? Powerhouse can be reached via:

MetryX: <https://www.powerhousenow.com/strategic-alliances-restaurant/>

Email: [PHFMBurgerKing@powerhousenow.com](mailto:PHFMBurgerKing@powerhousenow.com)

Phone: (817) 297-8575

### **I have questions about a work order or proposal. Who Do I contact?**

Powerhouse's dedicated Burger King team can be reached 24/7/365 via the following methods below. You can also log in to MetryX to view real-time statuses on open or orders.

Main: 817-297-8575

Afterhours: 855-875-7436

Email: [PHFMBurgerKing@powerhousenow.com](mailto:PHFMBurgerKing@powerhousenow.com)

**Does Powerhouse offer Afterhours, Weekend and Holiday support?**

Yes! Powerhouse has a live afterhours support team available 24/7/365. The group email address is always monitored) and afterhours phone number is below

Main: 817-297-8575

Afterhours: 855-875-7436

Email: [PHFMBurgerKing@powerhousenow.com](mailto:PHFMBurgerKing@powerhousenow.com)

**Who should I contact with questions on MetryX?**

You can contact your dedicated RBI team via the following:

Main: 817-297-8575

Afterhours: 855-875-7436

Email: [PHFMBurgerKing@powerhousenow.com](mailto:PHFMBurgerKing@powerhousenow.com)

**I am interested in recurring landscaping and/or snow removal, Who should I contact?**

Please contact Powerhouse's dedicated national account executive at:

[Brandon.Smith@powerhousenow.com](mailto:Brandon.Smith@powerhousenow.com) or 513-519-5117

**I am interested in refresh/remodel services Who should I contact?**

Please contact Powerhouse's dedicated national account executive at:

[Brandon.Smith@powerhousenow.com](mailto:Brandon.Smith@powerhousenow.com) or 513-519-5117

**Additional Questions?**

Powerhouse's dedicated national account executive can be reached via phone or email at:

[Brandon.Smith@powerhousenow.com](mailto:Brandon.Smith@powerhousenow.com) or 513-519-5117