

# Lawn Mowing Standard Operating Procedure (SOP)

[Business Name]

Lawn Mowing Standard Operating Procedure (SOP)

Address: [Your Business Address]

Contact: [Phone | Email | Website]

**Note:** This is an **example** SOP checklist. Replace all placeholders (in brackets) and adjust tasks to match your team structure, equipment, and customer requirements.

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## 1. Pre-Shift Preparation

Before departing the yard, ensure the entire team is fully prepared for a safe, efficient day.

- **Review Route & Special Instructions:**
  - Pull up the digital or printed route sheet and confirm the list of properties.
  - Read any customer notes (e.g., gate codes, pet areas, add-on requests such as fertilisation or pruning).
- **Crew Briefing:**
  - Hold a quick meeting to assign roles: Mowing Operator, Trimming Operator, Blow/Cleanup Operator, and Crew Leader.
  - Communicate any changes in order sequence or customer expectations.
- **Equipment Readiness:**
  - Fill fuel tanks and oil reservoirs for gas-powered tools; charge batteries for cordless equipment.
  - Count and pack line trimmer spools, blower nozzles, and replacement spark plugs.
- **PPE & Safety Gear Check:**
  - Verify each team member has gloves, ear protection, safety glasses, high-visibility vest, and steel-toe boots. Replace any damaged items.
- **Vehicle & Trailer Inspection:**
  - Walk around each vehicle: check tire pressure, lights, mirrors, and secure all tools in racks/straps.
  - Confirm that vehicles have basic first-aid kit, spill kit, and emergency contact list.

## 2. Equipment Inspection & Maintenance

Each piece of equipment must be safe, clean, and operating at peak performance.

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- **Mower Maintenance:**
  - Inspect blade sharpness; belt tension and adjust deck height calibration.
  - Check engine oil level, air filter cleanliness, and fuel cap seal.
- **String Trimmer & Edger:**
  - Ensure correct line diameter is loaded; guard plates are firmly attached.
  - Test start-up and idle; listen for abnormal engine sounds indicating spark plug or carburetor issues.
- **Blower & Vacuum:**
  - Confirm fan housing is free of debris; fuel/oil mix is at proper ratio.
  - Check nozzle attachments for cracks or blockages.
- **Hand Tools:**
  - Oil pruner blades, tighten screws on loppers, and inspect shears for rust or nicks.
- **Safety Gear:**
  - Clean or replace dirty ear muffs, inspect goggles for scratches, and confirm high-vis garments are intact.

### 3. Site Arrival & Customer Communication

First impressions set the tone—arrive professionally and confirm expectations.

- **On-Time Arrival:**
  - Pull into customer drive or designated parking spot within the scheduled window ( $\pm 15$  minutes).
- **Warm Greeting:**
  - Knock or ring doorbell, state your name and company, and thank them for booking.
- **Confirm Scope:**
  - Review services to be performed: mowing, trimming, bed weeding, add-ons.
  - Ask if there are any last-minute requests or sensitive areas (kids' play zones, garden ornaments).
- **Safety Setup:**
  - Place cones or warning signs if working near traffic or on shared walkways.

### 4. Mowing Procedure (Mowing Operator)

Efficient mowing promotes lawn health and customer satisfaction.

- **Height & Pattern:**
  - Adjust deck to the height specified (e.g., 2.5" for Bermuda, 3.5" for Fescue).
  - Mow in straight, overlapping passes; alternate direction weekly (vertical vs. horizontal) to prevent compaction.
- **Debris Check:**
  - Walk boundaries and remove sticks, stones, toys, or pet waste before starting.
- **Scalp Prevention:**

- Slow down on uneven areas; raise deck slightly when crossing dips or humps.
- **Turn Technique:**
  - Use three-point turns at rows' ends to avoid wheel rutting; never pivot in one spot.
- **Double-Cutting:**
  - If grass exceeds recommended height, perform a lighter first pass, then a finish cut to avoid clumping.
- **Manual Mowing:**
  - For narrow strips, tight gates, or steep slopes, use push mower—follow this with an immediate blow-off of clippings.

## 5. Trimming & Edging (Trimming Operator)

Precision trimming enhances a polished, professional look.

- **Flat-Trimming:**
  - Maintain the same cutting height as mower blades; work along beds, trees, fence lines.
- **Vertical Edging:**
  - Use edger to cut a clean line along driveways, sidewalks, and patios without gouging concrete.
- **Obstructions & Cleanup:**
  - Safely move trash cans, garden furniture, or hoses; replace in original positions post-trim.
- **Detail Work:**
  - Trim under low branches and inside garden bed borders.
  - Pull out any vines or weeds creeping into lawn areas.

## 6. Debris Removal & Blowing (Cleanup Operator)

Complete cleanup solidifies customer trust and site safety.

- **Primary Blow-Off:**
  - Clear grass clippings from turf, edging lines, walks, patios, and driveways.
  - Direct debris away from house foundations, windows, and garden beds.
- **Detail Clean:**
  - Walk onto decks, porches, and steps—blow off any remaining debris.
  - Inspect behind vehicles, garbage bins, and seating to ensure no buildup.
- **Final Inspection:**
  - Look for stray clumps; use hand brush or leaf blower on low setting to clear tight corners.

## 7. Garden Bed & Weed Control

Well-maintained beds frame the lawn and prevent weed encroachment.

- **Spot-Spraying:**
  - Apply weed killer only to visible weeds, ensuring no splash onto ornamental plants.
- **Hand Weeding:**
  - Use weeding fork for deep root removal; pull straight up to minimize regrowth.
- **Debris Removal:**
  - Collect fallen branches, leaves, or mulch displaced during trimming.
- **Mulch Touch-Up:**
  - Rake and level mulch; add additional material if low to maintain 2–3" depth.

## 8. Hard Surface Maintenance

Clean edges reflect the quality of service across the entire property.

- **Crack & Crevice Treatment:**
  - Carefully spray post-emergent herbicide into cracks; avoid overspray on adjacent greenery.
- **Surface Cleaning:**
  - Use blower or broom to remove dust and debris; if oil stains are present, note for pressure-wash services.

## 9. Crew Leader Quality Check

Your final audit ensures consistent excellence on every job.

- **360° Walkthrough:**
  - Inspect all lawn areas, beds, and hardscapes; compare against client's request sheet.
- **Damage & Safety Notes:**
  - Photograph and log any broken sprinklers, irrigation leaks, or damaged structures.
- **Upsell Opportunities:**
  - Suggest seasonal services (aeration, fertiliser, dethatching) directly on the route sheet.
- **Customer Sign-Off:**
  - Offer the client a quick walk-through; request feedback and, if satisfied, obtain their signature or digital approval.

## 10. Post-Service Equipment Care

Proper maintenance extends tool life and readies for the next shift.

- **Cleaning:**
  - Remove grass buildup with brush and hose; wipe down engine covers and handles.
- **Refuel & Recharge:**
  - Top off fuel/oil levels; place batteries on charger and note recharge locations.
- **Basic Maintenance:**
  - Sharpen blades or schedule blade replacement; clean air filters if visibly dirty.
- **Storage:**
  - Hang or rack tools neatly; secure all power cords and hoses to prevent tripping hazards.

## 11. Reporting & Documentation

Accurate records support scheduling, billing, and continuous improvement.

- **Digital Job Update:**
  - Log completed services, timestamps, and any special notes in your CRM or route-tracking app.
- **Follow-Up Tasks:**
  - Flag properties needing next-day revisit (e.g., fertiliser wash-in) or additional services.
- **Incident Logging:**
  - Record any safety incidents, customer complaints, or equipment malfunctions for review.

## 12. Continuous Improvement & Feedback

Regular debriefs foster a culture of excellence and innovation.

- **End-Of-Day Debrief:**
  - Gather crew for 5–10 minutes to discuss successes, challenges, safety concerns, and ideas.
- **Weekly Performance Review:**
  - Crew Leader compiles metrics: on-time rate, customer satisfaction scores, equipment downtime.
- **Process Updates:**
  - Update SOP or route sheets to reflect improved workflows; communicate changes in next briefing.

## End of SOP

Customize this checklist by adding your branding, chemical safety steps, local regulations, or additional services to match your lawn mowing business model.

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