

Frequently Asked Questions

Updated 10.7.2024

- **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

- | | |
|-----------------------------|-------------------------------------|
| • Building Strikes | • HVAC/R |
| • Ceilings | • Locksmith |
| • Drywall | • Lot Striping |
| • Doors | • Masonry |
| • Dock Equipment | • Paint & Wall Covering |
| • Electrical | • Parking Lot Repairs & Maintenance |
| • Exterior lighting | • Plumbing |
| • Flooring | • Power Washing |
| • Furniture & Fixtures | • Restoration & Disaster Recovery |
| • Handyman | • Signs & Banners |
| • General Maintenance | • Site Surveys |
| • Landscaping, Lot Sweeping | • Snow Removal |
| • Glass Repair | • Tile/Grout |
| • Graffiti Removal | • Welding |

- **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

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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

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

Phone: (817) 297-8575

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

Powerhouse's dedicated Burget 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



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- **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

- **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

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

Please contact Powerhouse's dedicated national account executive at:

George.Theofilos@powerhousenow.com or 682-286-7873

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

Please contact Powerhouse's dedicated national account executive at:

George.Theofilos@powerhousenow.com or 682-286-7873

- **Additional Questions?**

Powerhouse's dedicated national account executive can be reached via phone or email at: George.Theofilos@powerhousenow.com or 682-286-7873