



## Basic Team Member Hat

### Welcome to Expansion Support Services!

Please study the Directives, all are attached, and do the Practical Assignments listed below.

\_\_\_ 1. **STUDY:** Review the below attached Directive, “Where is Expansion Support Services?”

\_\_\_ 2. **STUDY:** Go to <https://www.appliedscholastics.org/study-tech/barriers-to-study-booklet.html> Read the Introduction and The First Barrier: Absence of Mass section.

\_\_\_ 3. **ESSAY:** Give a few examples of the symptoms of Absence of Mass and how you would remedy these symptoms.

\_\_\_ 4. **STUDY:** Read The Second Barrier: Too Steep a Gradient section.

\_\_\_ 5. **ESSAY:** Give a few examples of the symptoms of Too Steep a Gradient and how you would remedy these symptoms.

\_\_\_ 6. **STUDY:** Read The Third – And Most Important - Barrier: The Misunderstood Word section.

\_\_\_ 7. **ESSAY:** Give a few examples of the symptoms of The Misunderstood Word and how you would remedy these symptoms.

\_\_\_ 8. **CHECKOUT:** Get a checkout from your Trainer on the Barriers to Study booklet.

\_\_\_ 9. **STUDY:** Review the Directive, “What does Expansion Support Services do?”

\_\_\_ 10. **PRACTICAL:** Study this page: <https://expansionsupportservices.com/cma/>

\_\_\_ 11. **PRACTICAL:** Study this page: <https://expansionsupportservices.com/sites/>

\_\_\_ 12. **PRACTICAL:** Study this page: <https://expansionsupportservices.com/about-us/>

\_\_\_ 13. **PRACTICAL:** Review this website: <https://executivetrainingcenter.net/>



\_\_\_ **14. STUDY:** Review the Directive, “Tools to Use”

\_\_\_ **15. PRACTICAL:** If not already done so, get from the Human Resources Manager your User Name and Password for each of the accounts. Appointment Setters will not need a County Advisory Board UN/PW as they will not be editing articles.

\_\_\_ **16. STUDY:** Review the Directive, “Time”

\_\_\_ **17. PRACTICAL:** Go to <https://localsearchforce.highrisehq.com/> and search for and find the Company “Time Track”, type in “HERE” and then click on Add this Note.

\_\_\_ **18. PRACTICAL:** Go to Time Track, type in “GONE” and then click on Add this Note.

\_\_\_ **19. EXAM:** Go to <https://expansionsupportservices.com/BasicTeamExam/> and complete the short exam.



## Executive Directive

September 21, 2025

### WHERE IS EXPANSION SUPPORT SERVICES?

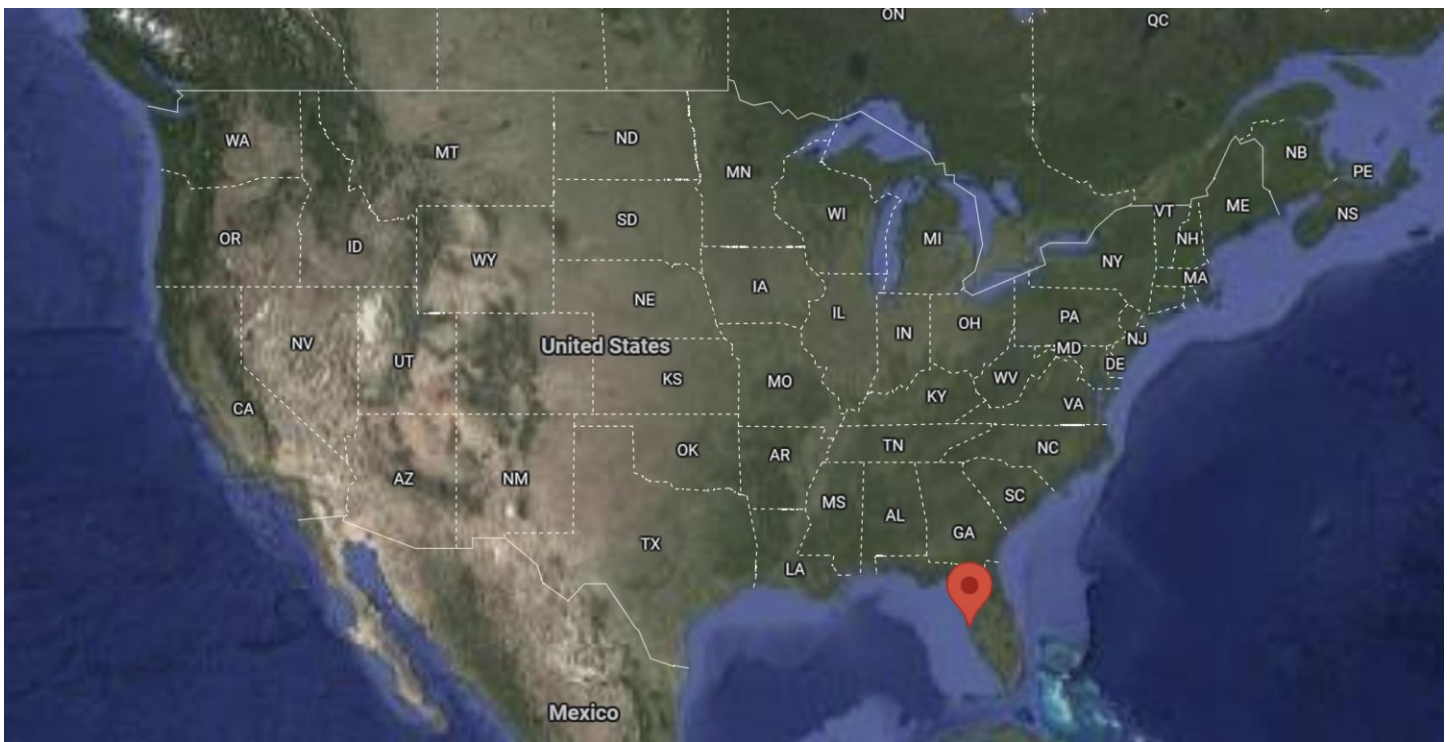
The short answer is:

**Address:** 18167 US 19 North, Suite 480, Clearwater, Florida 33764

**Phone:** 1+ (727) 888-5358 Email: [Support@ExpansionSupportServices.com](mailto:Support@ExpansionSupportServices.com)

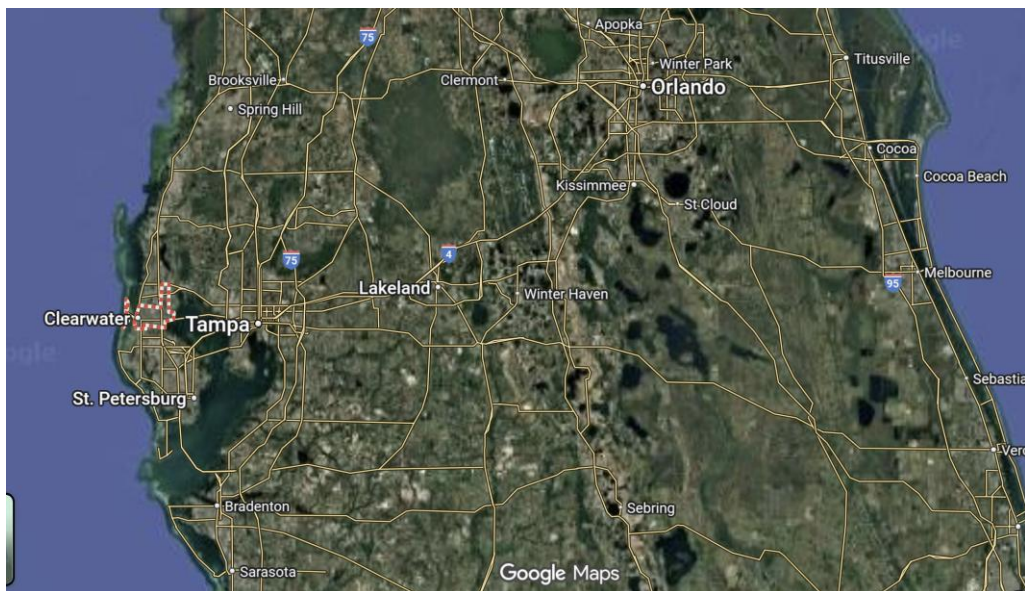
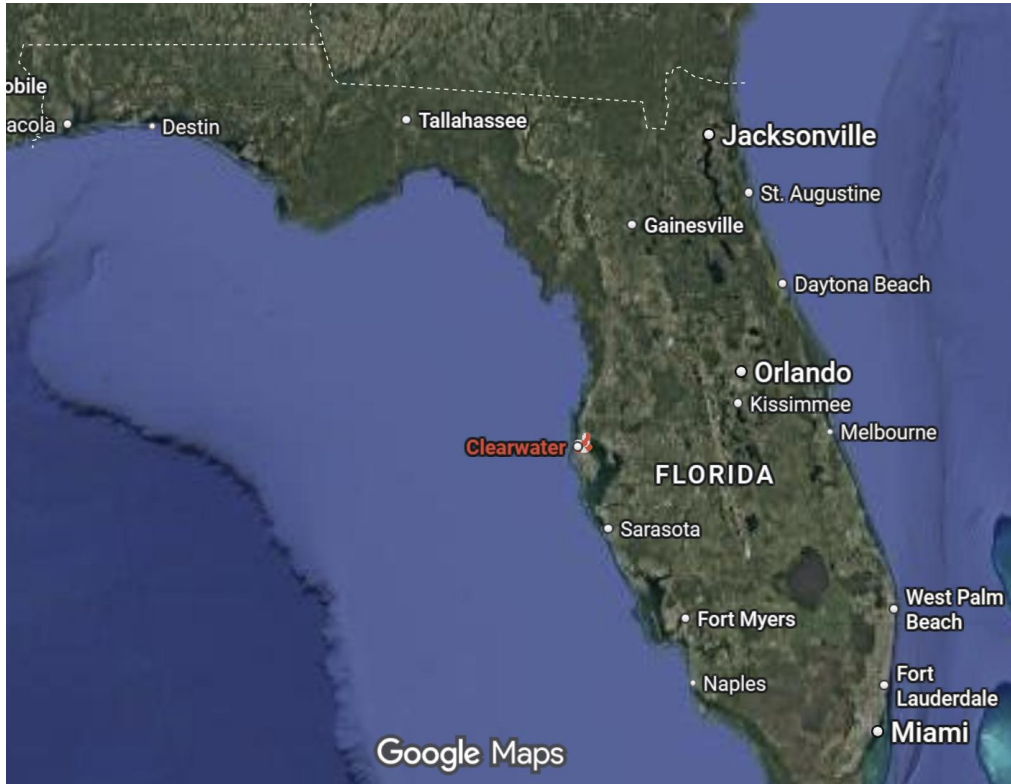
**Website:** <https://expansionsupportservices.com/>

### Where is Florida?





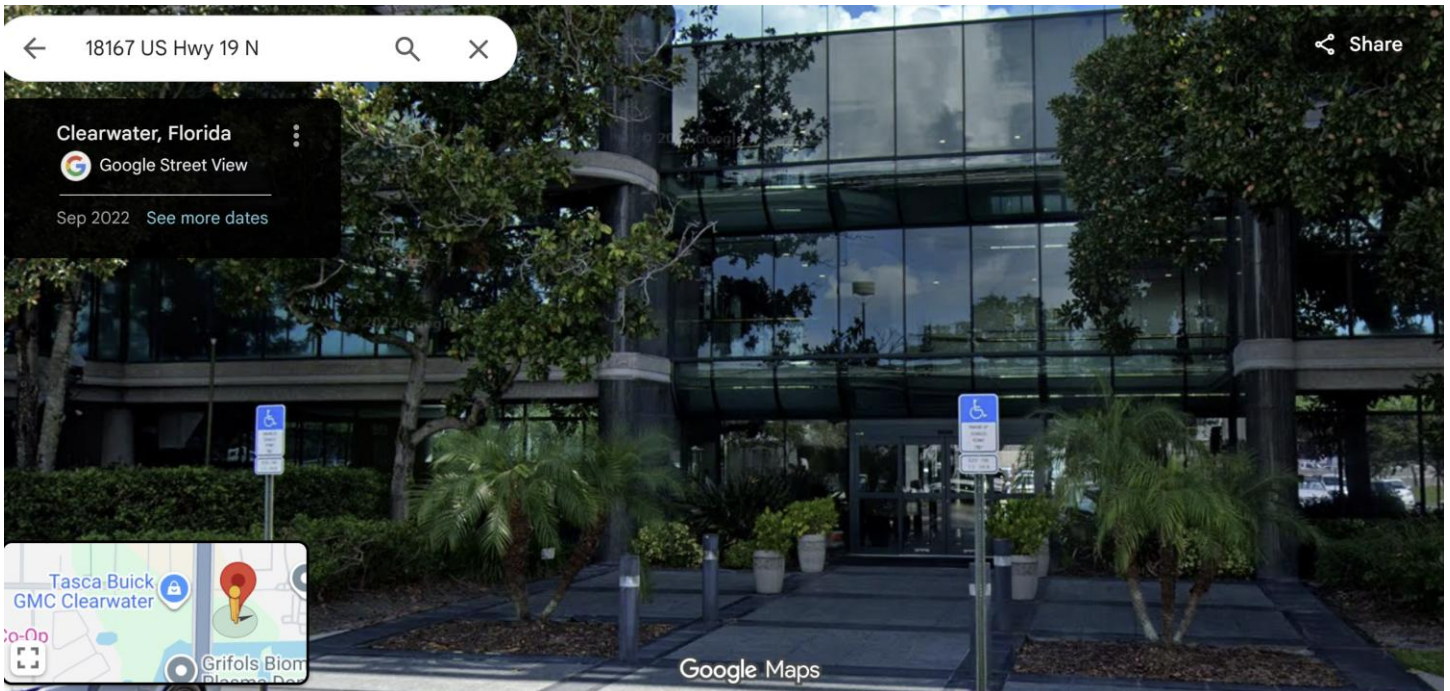
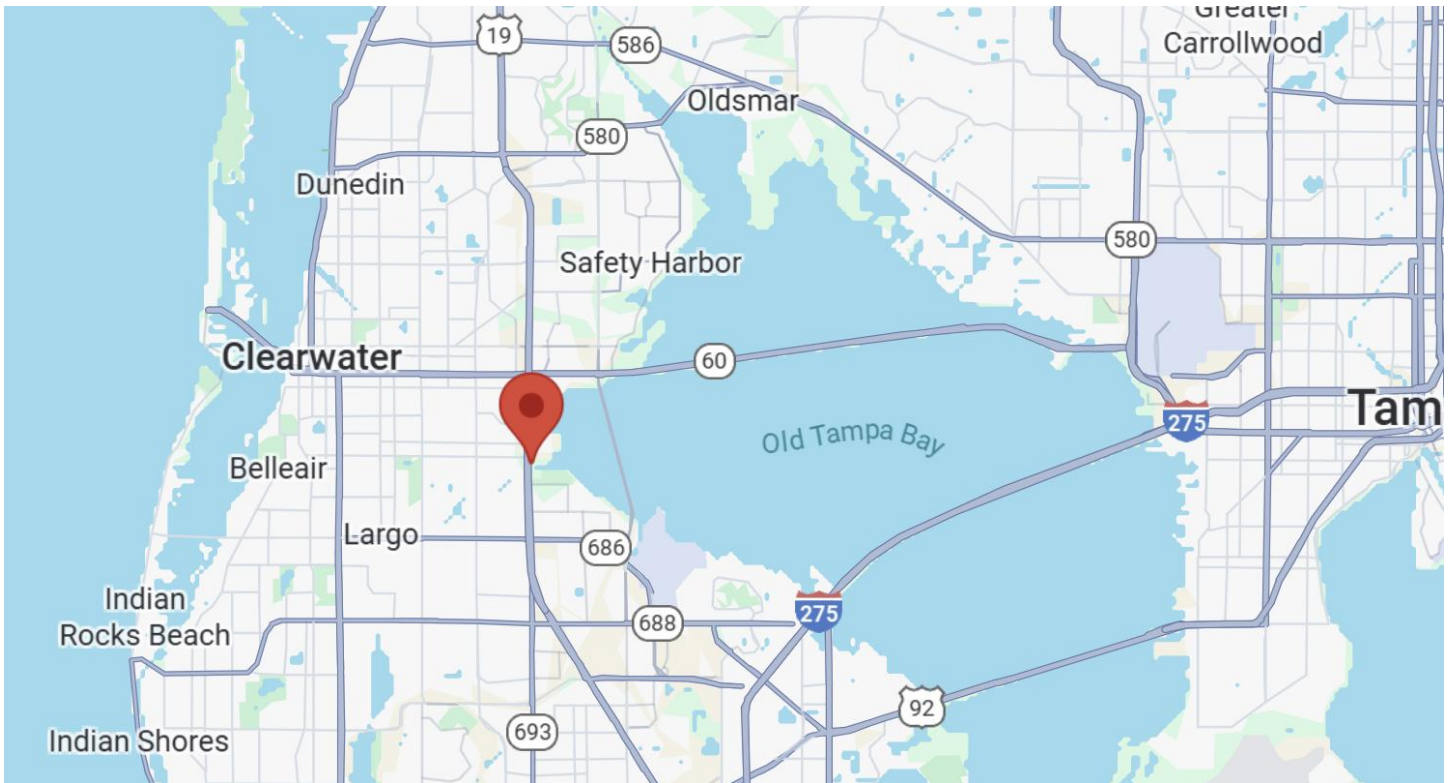
## Where is Clearwater in Florida?







## Where is Our Office?









## What Time Zone is Florida? Other US Time Zones?







## Executive Directive

September 21, 2025

### WHAT DOES EXPANSION SUPPORT SERVICES DO?

What does Expansion Support Services do? **ESS helps businesses expand! By helping others, we achieve expansion and stability for our firm and staff.**

Our firm usually first helps businesses generate leads for their company. By providing lead generation to small businesses, we help them increase their revenues.

When we do our job really well, prospective customers walk into our client's businesses, call them, email them or complete a form on their website. When we are generating leads for our customers, we are doing our job and our clients love us.

Some of our services include:

- Market Research - <https://expansionsupportservices.com/cma/>
- Website Design and Website Hosting – See <https://expansionsupportservices.com/sites/>
- Search Engine Optimization
- Content Marketing
- E-Commerce
- Computer Programming
- Phone Apps
- Email Marketing
- Google and Facebook Campaigns Management
- Voice Search Optimization

So who is Expansion Support Services? <https://expansionsupportservices.com/about-us/>

Businesses that are thriving with increased revenues often run into expansion challenges. We can help! We have executive training courses to train business owners and their executives how to effectively run their businesses. See: <https://executivetrainingcenter.net/>

Kurtis Kintzel





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### TOOLS TO USE

Human Resources will provide you with User Names, Log Ins, and anything else you need in order to use these tools.

**Nextiva** – Voice over Internet Protocol (Voip) – All ESS calls are made using our Nextiva service. <https://www.nextiva.com/>

**Email** You will be provided with a company, branded email, something like Joe@ExpansionSupportServices.com

To log in, go to <https://ExpansionSupportServices.com/webmail/>

**Highrise:** Highrise is a Customer Relationship Management (CRM) software we utilize. It stores our customer base online and permits staff members to easily share data and organize their workflow.

Log in at: <https://localsearchforce.highrisehq.com/>

**Time Clock** – To track your work hours. <https://expansionsupportservices.com/timeclock/>

**County Advisory Board (Business Consultants Only)** – To edit Spotlight Stories.  
<https://countyadvisoryboard.com/wp-admin>

**There are many other tools, but this is all you need at this moment.**

Kurtis Kintzel



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### TIME

**Time Track** – Time Track is for the individual staff member to keep track of their working hours during the work week. Time Track is also used by managers to know if and when their junior staff are on post and working.

In the search bar at the top of Highrise, locate the Company called “Time Track” and go to it.

Once you arrive to work, have got your coffee, went to the bathroom, said hello and are ready to make your first calls and start your day, type in the word “HERE” and click on “ADD THIS NOTE”. When you are done for the day, go to Time Track and type in the word “GONE”.

This communicates to the corporate office, trainer, your manager, etc. when you are and when you are not working. If you leave work, type GONE and upon your return type in HERE.

*Kurtis Kintzel*