

CUSTOMER SERVICE

Happy customers. Strong relationships. Great service.

Excellent customer service is just as important as great cleaning.
It builds trust, creates loyalty and protects our reputation.
We all represent Happy Homes Cleaning Company.



BE SAFE



WORK SMART



RESPECT



DELIVER QUALITY



REMEMBER

- ✓ Treat every customer with respect and professionalism.
- ✓ Listen carefully and communicate clearly.
- ✓ Be polite, friendly and helpful at all times.
- ✓ Do what you say you will do.
- ✓ Take responsibility and solve problems.
- ✓ Protect our reputation in everything you do.



Great service starts with you.

WE WORK IN MANY DIFFERENT ENVIRONMENTS

OFFICES



SCHOOLS



RESTAURANTS



HEALTHCARE



HOTELS



LEISURE & GYMS



✓ Different places, same high standards.

KEY PRINCIPLES OF GREAT CUSTOMER SERVICE



BE FRIENDLY

Greet people with a smile.
Be approachable and positive.



LISTEN

Listen carefully to instructions and customer requests.



COMMUNICATE

Speak clearly and politely.
Keep customers informed.



BE RELIABLE

Arrive on time.
Do the job to the standard expected.



TAKE PRIDE

Care about the details. Go the extra mile.



PROTECT

Respect confidentiality and customer property.

WHAT CUSTOMERS EXPECT

- ✓ A clean, safe and well-presented environment.
- ✓ Courteous, respectful and trustworthy staff.
- ✓ Clear communication and quick responses.
- ✓ Honesty if there is a problem.
- ✓ You to respect their property and privacy.
- ✓ Consistency and reliability every visit.



CUSTOMER SERVICE – WHAT GOOD LOOKS LIKE



BEFORE YOU START

- Arrive on time and ready to work.
- Introduce yourself if you are new to the site.
- Check any special instructions or updates.



DURING THE CLEAN

- Work quietly and considerately.
- Respect people's space and routines.
- Keep the area safe, tidy and secure.
- Report any issues or hazards.



WITH CUSTOMERS

- Be polite and friendly.
- Answer questions if you can.
- If unsure, get the right person to help.
- Thank them for their feedback.



AFTER THE CLEAN

- Check your work and finish to a high standard.
- Leave the area clean, tidy and secure.
- Report any problems before you leave.
- Thank the customer or the site contact.

DEALING WITH PROBLEMS OR COMPLAINTS



LISTEN

Listen carefully and let the customer speak.



STAY CALM

Don't argue or get defensive.
Stay professional.



UNDERSTAND

Ask questions if you need more information.
Make sure you understand the issue.



TAKE ACTION

Do what you can to put it right.
Get help from your supervisor if needed.



FOLLOW UP

Check the issue has been resolved.
Thank the customer for their feedback.



IMPORTANT

If you cannot resolve the issue yourself, contact your supervisor straight away.
Never ignore a complaint.



CONFIDENTIALITY

Do not discuss customers, their properties or business with anyone outside of work.

DO

- ✓ Be polite and professional.
- ✓ Wear the correct uniform and PPE.
- ✓ Follow site rules and instructions.
- ✓ Respect property and people.
- ✓ Keep your mobile phone away.
- ✓ Report issues quickly.
- ✓ Take pride in your work.

DON'T

- ✗ Be late or leave early without permission.
- ✗ Use your mobile phone during working time.
- ✗ Have personal conversations with clients.
- ✗ Complain about customers or colleagues.
- ✗ Ignore problems or cut corners.
- ✗ Share information about customers.

TOP TIPS

- ✓ Small actions make a big difference.
- ✓ A smile and a greeting go a long way.
- ✓ Good service = more work for everyone.
- ✓ Be the reason customers recommend us.



TIP OF THE MODULE

People may forget what you cleaned, but they will never forget how you made them feel.



KNOWLEDGE CHECK

- Why is good customer service important?
 - It makes our job easier
 - It builds trust, loyalty and our reputation
 - It means we get paid more
- What should you do if a customer has a problem or complaint?
 - Ignore it and hope they forget
 - Listen, stay calm and report it
 - Argue your point
- Which of these is a good example of customer service?
 - Finishing your work early
 - Greeting the customer and checking instructions
 - Using your mobile phone while working
- What should you do if you see damage or an issue?
 - Fix it yourself
 - Report it to your supervisor
 - Leave it for someone else



Right attitude.

Right service.

Happy customers.

Every time.

TRAINING RECORD

I confirm that I have received, read and understood the content of Module 14 – Customer Service.

Employee Name _____ Date _____

Employee Signature _____

Trainer Name _____ Date _____

Trainer Signature _____

! This training does not replace site specific instructions or risk assessments.
Always follow the rules and use your judgement.