

Managing Customer Interaction

2022



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OBJECTIVE

The purpose of this paper is to consider all aspects of interacting with customers while on the job. It goes beyond merely the dialogue between a cleaner and a customer to the look and behaviour of a cleaner and his or her equipment.

DRESS AND BEHAVIOUR

Personal Hygiene

Personal hygiene refers to maintaining cleanliness of one's body and clothing. It includes:

- Washing or bathing
- Washing after using the toilet
- Oral hygiene
- Grooming
- Dressing

Keeping clothing clean and pressed.

Uniform

Refer to the Fenix *Uniform Policy*.

Car Sign

As it's not possible to have the vehicles of independent contractors sign written with the Fenix brand as it is for Fenix owned vehicles, we provide each independent contractor with a pair of magnetic car signs which they are required to attach to their vehicle when working on a Fenix job.



Business Cards

It has been decided that rather than each staff member having their own personalised business cards, each staff member should be issued with a reasonable quantity of Glen's business cards.



One of these business cards is to be left in an appropriate and conspicuous place e.g., kitchen bench, ledge near front door after every job.

Car, Tools and Equipment and Cleaning Products

To look like we all belong to a professional cleaning outfit with certain standards we need to present ourselves in the best light possible. This starts with the impression created with a clean



uniform worn in a neat and tidy manner. It is strengthened by having a vehicle that is identifiable by the magnetic sign, clean and neatly packed, equipment that is clean and stowed correctly, cleaning products that are labelled and neatly placed in carry containers and cloths that look dry and freshly laundered.

Neither Fenix nor the customer want to see uncoiled or improperly coiled electrical cords and hoses, dirty, used cloths strewn all over, dusty and dirty equipment being dragged into their property, unkempt personal or loud annoying behaviours.

MANAGING A JOB

For additional information on dealing with the customer and on Fenix’ thoughts on the importance of the customer relationship, refer to the informational document *Getting to Know Fenix*.

Behaviours

Situation	Acceptable	Unacceptable
Mobile telephone	Leave it in your pocket on vibrate Answer calls from your boss only	Making or answering calls Playing music Leave it lying around
Noise	Being respectfully quiet Hardly know you're there	Playing music Loud singing Loud discussions with other cleaners Slamming doors
Forms of address	Mr Smith Mrs Ho Sir or Madam First name when given permission or about same age as you	Mate Luv Babe Boss



Situation	Acceptable	Unacceptable
Language	English ¹	Foreign language ¹ Swearing
Breaks	Sit quietly outside to take a lunch break Don't leave any mess behind Not smoking	Taking multiple breaks Setting up for lunch at customer's table Leaving crumbs or other mess lying around Asking for hot water or to use microwave Having a break after just arriving Having a break when running late

Before A Job

Before a job, it’s important to create a comfortable relationship with the customer. Maybe even ask them to give you a brief guided tour while you check the job against the quote or if unquoted while you gather data for your estimate of hours.

The following are typical interactions with the customer on arrival:

- Introduce yourself as “John of Fenix” to customer
- Confirm job type
- Initial inspection
- Before photos²
- Identify any scope changes
- Identify any problems

¹ Unless customer speaks a foreign language and invites you to speak that language with them.

² With permission of the customer if they are there



- Contact Fenix³

Situation	Acceptable	Unacceptable
Greeting	“Good morning sir, I’m Juan from Fenix - I’m here to complete the vacate cleaning of your house - Is it okay to get started right away please?”	“S’up man?” “G’day bro. Me and the babe over there are here to clean your joint.”
Taking instructions	Listen without interrupting Take notes if necessary Test your understanding with the customer	“Sorry mate, I don’t know anything about that.” “That’s not my job.” “Yeah, yeah, yeah, I know all that.”
Customer wants extra work done	“Yes Mr Lillington-Pike I’ll see to that for you.” “I understand your requirement Mrs Wong, but I’ll need to call my boss if you don’t mind.”	“No can do.” “It’ll cost you an extra \$50.” “Call my boss and ask her.”

During A Job

During the job, there’s probably less reason for interacting with the customer as this is the time to get on with the work without constant interruption.

The following are typical interactions with the customer during a job:

- Checking on a point of detail
- Customer asks you a question
- Identify any scope changes during a job
- Identify any problems during a job

³ Always contact Fenix with concerns or customer dissatisfaction



Situation	Acceptable	Unacceptable
Customer asks questions	Respond honestly and politely but don't divulge business information	<p>“Well in my opinion it is expensive but it’s not up to me.”</p> <p>“They insist I use this chemical but there are better ones around.”</p>

After a Job

After a job is another time when it is important to create a comfortable relationship with the customer. You want them to feel free to express themselves if there is any minor dissatisfaction. You want them to leave from the relationship with a good feeling in their bones about dealing with Fenix.

The following are typical interactions with the customer on departure:

- Check with customer that they are satisfied that everything has been done as quoted
- Identify any problems the customer may have
- Contact Fenix⁴
- Final check and after photos⁵ with or without the customer
- Thank the customer
- Farewell the customer

Situation	Acceptable	Unacceptable
Customer gets angry	<p>“I'm sorry you're not happy Sir. Would you like me to get my boss on the phone.”</p> <p>“I'm sorry madam, but I can't offer a reduced price. If you're dissatisfied, may I offer to get my boss on the phone for you.”</p>	<p>“Tell someone who cares.”</p> <p>“Suck it up.”</p> <p>“Not much I can do about it.”</p> <p>“If you don't like it, call the boss.”</p>

⁴ Always contact Fenix with concerns or customer dissatisfaction

⁵ With permission of the customer if they are there



Situation	Acceptable	Unacceptable
Leaving	<p>“Well Mr Garcia, we've completed your job - Before we leave is there anything you're not happy about?”</p> <p>“Thank you, Mr Garcia, it was nice to meet you. Bye for now.”</p>	<p>“We're done dude, check you later.”</p> <p>(Or just leave without saying anything)</p>

LOOKING AFTER A CUSTOMER'S PROPERTY

It is essential that you're completely careful with a customer's property including outside the property, their vehicle, their family and their pets.

When you arrive at a job, one of the first things to do (in conjunction with before photos) is to photograph anything that is already damaged. For example, on your initial inspection you pass a cracked pane of glass, a torn fly screen or a gouge in a plaster wall, take a photo in SM8. This clears you if the customer or agent brings it up later. If you don't take a photo, you're setting yourself up to be accused of causing it, whether you did or not.

Apart from the blame game, its vital not to leave a customer with a bad memory because we damaged their property or even worse a claim for compensation which can range from \$100 for a bent fly screen to \$10,000 or more for a replacement carpet.

OWNERSHIP

Refer to the informational document *Getting to Know Fenix* for information on ownership of a job and associated problem solving.

QUALITY

Refer to the informational document *Fenix Cleaning Standards* for information on quality of a Fenix job.

REPORTING

It has been said and documented many times – refer to the informational document *Getting to Know Fenix*, informational document *Use of Service Mate* for Service Mate users and informational document *WhatsApp Groups* for non-users of Service Mate – that reporting / communicating is a key success factor. If you report back, we can invoice faster, you won't be



accused of damage, you are much less likely to get a redo because the agent has been warned what to expect in advance. Report! Report! Report!

INVOICING AND PAYMENT

Invoicing immediately after the completion of the job and taking customer payments is a very important part of the job however, it is an evolving initiative and this informational document will be completed at an appropriate time.