Client relationship building: Doing all things with excellance

# Prepare

Make sure to always have 20+ note cards and pens with you. Make sure your appearance is neat and friendly when you get to the home.

# Communication

You must leave a note for your client after every visit, exceptions. You also need to leave one of the dog treats, toys or candy we have for the clients. Building a positive relationship with the clients is so much more than cleaning. Having strangers in your home while you are not there, touching all your things and silently judging you (I say that to be funny, but it’s how some people feel!) is a very vulnerable feeling. A good friendly note and a positive attitude can go a long way! The number one thing you can do to establish a positive relationship is to show the client you are happy to be there. Act happy about your job. That’s it! Easy, huh?

# Be friendly, be helpful

Always introduce yourself-and ask if there is anything you would like me to focus on today? ALWAYS say hello to the client and goodbye when you leave. It makes people uncomfortable when you vanish ☺ If the client is home, ask them if they would like to take a walk through the house before you leave, and address any areas of concern immediately, with a great big SMILE.

# Ask for and apply feedback

Always ask for feedback when you see the client. A simple, “is there anything you’d like us to do differently for you?” before cleaning will go a long way to establishing trust with them. Trust that you are taking good care of their home and cleaning needs.

Check their Scorecard before each clean and address what you see. If they haven’t been giving feedback, ask them to leave feedback to let you know how you are doing and if there is something they would like you to improve. If they are leaving a 3, ask them if they have specific feedback for things you could do differently to improve the clean. Then do exactly what they say, and tell them in your note that you did! Sometimes you just have to ask a few times, but once your client believes you really want to know they will tell you.

# Things that make a good note

Any questions or problems that may have some up during the cleaning can be put in the note. Examples:

1. We weren’t sure what to do about the project on the dining room table, so we just cleaned around it.
2. We found this earring while vacuuming. Hope that makes someone happy!
3. There is a drip in the guest bathroom that we don’t think was there before-so just in case you hadn’t noticed we decided to mention it.
4. The new chair in the living room looks wonderful.
5. Roxanne (the cat) was so happy to see us today. She chased the vacuum all over the house!
6. Tom (the dog) has finally stopped barking when we arrive to clean. I guess he figures we belong here now.

The idea with the notes is to be helpful and make them smile!

# NEVER EVERS in communication and notes

* Never, ever act annoyed or unfriendly when talking to the clients. Be especially aware of how you are acting if the clients ask you to fix something.
* Never, ever ask for 4’s/Golds in the notes. Keep them friendly and helpful and the 4’s/GOLDS will comes.
* Never, ever leave without letting the client know if they are home.
* Never, ever use cuss words in the clients’ homes. Keep the conversations brief and polite. Always
* Never, ever talk to the client about personal things including, other people’s homes, your romantic life, your supervisor, your schedule for the day.
* Never, ever pre-write all your notes before you arrive at the home. The notes need to be personal and neat.
* Never, ever ask the client to do something you can do for them-for. For example: don’t tell them to call the office if they ask you something you don’t know the answer to or you don’t have the authority to do for them. Tell them you will call the office, and then take care of it for them.