

MODULE 14

CUSTOMER SERVICE

Great service. Happy clients. Strong relationships.

-  **BE SAFE**
-  **WORK SMART**
-  **RESPECT**
-  **DELIVER QUALITY**

Excellent customer service is an important part of our job. We represent Northern Commercial Cleaning and help build trust, satisfaction and long-term relationships with our clients. Be professional, courteous and helpful at all times.

01 BE POLITE, PROFESSIONAL & RESPECTFUL



- Greet clients and colleagues with a smile.
- Be polite, respectful and honest.
- Use appropriate language and tone.
- Treat everyone with respect.
- Be a positive representative of Northern Commercial Cleaning.

02 LISTEN & UNDERSTAND CLIENT NEEDS



- Listen carefully to client requests.
- Ask questions if you are unsure.
- Confirm what the client needs.
- Take note of special instructions.
- Report any changes to your supervisor.

03 COMMUNICATE EFFECTIVELY



- Keep clients informed of any issues.
- Report problems as soon as possible.
- Use clear and concise communication.
- Respond to messages and calls professionally.
- Keep your supervisor in the loop.

04 GO THE EXTRA MILE



- Take pride in your work.
- Anticipate what needs doing.
- Offer help where it is needed.
- Leave a positive impression.
- Small actions make a big difference.

05 DEAL WITH CONCERNS PROFESSIONALLY



- Listen to the concern calmly.
- Apologise if appropriate.
- Find a solution or escalate if needed.
- Do not argue or make excuses.
- Report all concerns to your supervisor.

06 THANK CLIENTS & BUILD STRONG RELATIONSHIPS



- Thank clients for their support.
- Be friendly and approachable.
- Build trust through consistency.
- Respect client property and privacy.
- Strong relationships lead to long-term success.

BEFORE YOU LEAVE THE SITE



KNOWLEDGE CHECK

Circle the correct answer or write your response.

- Why is good customer service important?
- What should you do if you are unsure about a client request?
- How should you communicate if there is a problem on site?
- What are some ways you can go the extra mile?
- What should you do if a client raises a concern?

TRAINING RECORD

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

Employee Name: _____ Date: _____
 Employee Signature: _____ Date: _____
 Trainer Name: _____ Date: _____
 Trainer Signature: _____ Date: _____

 This training does not replace site specific instructions or risk assessments. Always follow the rules and use your equipment as directed.