SelectCleaning Work Flow
Keeping Regular Work & Building New Work

START HERE

Receive job from Select
or
generate the job yourself

Set time for job

Is this the 1st job?

Yes

- Meet customer at their home at agreed time – often a Select person will be there as well.
- Be in uniform, polite & attentive
- Listen carefully to what you need to do
- Ask any questions about the job you are not sure about
- DO NOT complain about anything – wait until you are outside.
- Thanks the customer for their job
- Make sure the customer has your card & you know where the communication book will be

No

- Do first job very carefully – every house is different so you need to "learn about this house.
- Be prepared to take twice as long on this clean
- The customer must feel that you have done a fantastic job and care about their property

- Check communication book
- Every clean needs to be well done
- Look for little extras you could do – make sure you tell the customer you have done them

Call again within a suitable time e.g. in 2 – 3 weeks

No   **Yes**

Customer wishes to book a regular job

Re-do job or fix → When completed check job

No   **Happy with job?**

Yes

- Call customer that night
- Check that they are happy with job
- Confirm that you are keen to do a good job and you expect them to let you know if there are any issues

Yes

No

Is this the 1st job?

- Leave message in communication book
- Lock house & set alarm