

# Quality Policy

There is only one boss, and whether a person shines shoes for a living or heads up the biggest corporation in the world, the boss remains the same. It is the client! The client is the person who pays everyone's salary and who decides whether a business is going to succeed or fail. In fact, the client can fire everybody in the company from the chairman (CEO) on down, and he can do it simply by spending his money somewhere else. Literally everything we do, every concept perceived, every technology developed and associate employed, is directed with this one objective clearly in mind – pleasing the client.

At Fantastic Services, we put our clients' satisfaction on top of our priorities list and we take each and every client's feedback very seriously. Below you will find information on how you can provide Quality Services and make sure that each and every client you serve is left impressed and calls back for more of your services!

All references to operating standards in this Manual should be viewed as minimum standards and should be applied as such. However, in line with the spirit of our organization and in order to achieve our mutual goals we would hope that you strive to exceed these minimum standards at every opportunity.

## **The 14-Step Plan for Providing a Fantastic Service** *Part of Fantastic Services 360° Happiness System*

This is a sum of all steps needed in order to deliver a Fantastic Customer Experience for each and every client you serve.

1. **Arriving** at the customer's home or business, the Professional/Team should park the clean, branded vehicle (if using such) on the street in full view of the front door *if possible*. This serves two purposes: the customer can easily identify who they are doing business with and the vehicle also serves as a billboard for the neighbors who may also require a future service.
2. **The Approach** – The customer will make a decision whether to do business with you or not, based on *their* perceptions. By arriving in a clean service vehicle, dressed in a clean uniform and carrying your Fantastic Services bag, you create a perception of

confidence and trust in your ability to do a good job. Do not walk on the lawn or gardens.

3. **At the Door** – Knock gently three times and take three steps back from the door so the customer is not intimidated when they answer it.
4. **The Greeting** – Doing this in a professional manner is important. Introduce yourself to the customer by stating your name and the reason you are at the property – *“Good morning/afternoon, I’m Jake from Fantastic Services. I am here to clean your oven/windows, etc./to provide your End of Tenancy cleaning/One-off cleaning/PEST control service, etc.”* If you know the customer’s name – use it as this makes him feel special. Keep communication friendly by smiling. It is also highly recommended to confirm the service – *“You have booked a One-off Cleaning, 1 person for 3 hours, the payment will be cash. Is that correct?”*
5. **The Entry** – If the customer has a mat – make sure to wipe your feet and put overshoes on before stepping inside the property. Never enter the property without being invited or receiving permission to do so.
6. **Break The Ice** – As the customer leads you to the area of concern, compliment the customer on something (garden, home, furniture, photos, etc.) that will help to generate a conversation. By developing a relationship with the customer, you can fix any pre-conceived concerns they may feel due to their need to invite a stranger into the home.
7. **The Diagnosis** – Making a proper diagnosis should be your primary focus. Listen to the customer’s explanation of the issue/job. Assure the customer that you can help! Test and confirm the issue (if any). Focus on the customer.
8. **Take Control** – Ask questions. You are the professional. Involve the customer in the solution by asking clarifying questions that build confidence and trust in your ability to solve the problem.
9. **Define the Work to be Done** – “Show and Tell” the customer what needs to be done to remedy/repair the issue, or do the service/installation. Point out to the customer any other issues you have observed and then ask him/her if they would like the additional repairs done as well.



*Even if it is not something you could do, you can easily use the Cross-Sell function in BFantastic and book the additional service for the customer.*

10. **How much will this cost?** – Double confirm that what the customer has requested matches what you have as information in BFantastic. If it doesn't – make the necessary amendments and confirm the final price to the customer.
11. **Set up Your Workstation/area** – Before commencing with the service, check-in BFantastic. Use a drop cloth and dust sheet (if appropriate). Arrange the products/machines/tools neatly. Use work lights if needed and always wear safety glasses. Move the workstation throughout the home if you have to perform additional tasks.
12. **Leave it cleaner than you found it** – Once you complete your work, go out to your vehicle and get your vacuum cleaner (never ask to use the customer's vacuum cleaner, unless you are not coming in a van). It only takes a minute, but the customer will talk about it for months. The customer will love you for cleaning up after yourself.
13. **Perceived Value** – Show the customer what you have done and explain it thoroughly. The customer must perceive that they received value for the money they just spent with Fantastic Services. Our best customer is a "cheerleader" or "happiness 360" customer.
14. **Wrapping Up** – Ask the customer if they need you to look at any other issues in their home. Review the work you did with the customer and ask them for Feedback. Thank the customer for their business and leave them with five business cards to give their neighbors and friends and a magnet on the fridge. Also, ask them to make sure they rate your performance via text which they will receive after the service. Check out from the job. As you exit the property, remove your shoe covers. Take the time to do the "9 cards" drop – *Leave leaflets/cards at 3 properties on your left, 3 on your right and 3 on the other side of the street.* This practice can bring you plenty of new customers.

**Anton Skarlatov,**

Director



**Rune Sovndahl,**

Director



**Boyan Atanasov**

Quality Control Manager and H&S advisor

**Date: 24.09.2019**