



MySkills Academy: Communicating with your customers

?	Problem / query		Response		Why is this a good response?
	<p>? I need to introduce myself to the customer within 3 hours of confirming the booking</p>		<p>Hello [customer name], it's [your name], your cleaner through Helping.</p> <p>It's nice to meet you! I will be coming to clean your house on [date of appointment] for [number of hours].</p> <p>Will you be in the house during the clean or will I need to pick up the keys from a neighbour?</p> <p>Which areas of the house would you like me to clean and are there are special details I should be aware of?</p> <p>Please could you provide the necessary cleaning materials for me to complete the work – I can provide a list if you are unsure.</p> <p>I look forward to meeting you and please do not hesitate to contact me in the meantime!</p>		<ul style="list-style-type: none">✓ You come across polite✓ You confirm the appointment details quickly (within 3 hours) so the customer gets an excellent first impression!✓ You find out whether the customer will be in the house or not reducing the chance you will be able to start immediately✓ You ask upfront what the expectations are of the customer and the timings before taking a walk around the house✓ You remind the customer of the materials they need to provide!✓ Professional tone at all times!
	<p>? My customer has asked me for a list of which materials I need to provide</p>		<p>Hi, no worries at all! Typically I would need: surface spray, floor cleaner, mop, vacuum, toilet & bathroom cleaner, kitchen clean, Viakal for the shower head and 4-5 cloths (ideally microfibre and some kitchen cloth)</p>		<ul style="list-style-type: none">✓ Polite✓ Clear and concise list✓ Looks professional and conveys knowledge



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? I'm running late to the customer's house!	<p>Hello [customer name], it's [your name], your cleaner through Helping.</p> <p>I wanted apologise and let you know I am running 10-15 minutes late. Please let me know if you are still able to let me in to your house as agreed. Also, don't worry, I will stay 15 minutes after the booking, with no extra charge to make up the lost time – see you soon!</p>	<ul style="list-style-type: none">✓ Although you are running late, you have immediately notified the customer!✓ You are preventing any further issues by asking whether the customer will still be at home to let you in✓ The message is polite but formal✓ You promise to make up the time you are late
? What should I message the customer after I leave the house?	<p>Hello [customer name], it was so good to meet you today. I hope you were satisfied with my work and feel comfortable leaving me a rating. I look forward to seeing you next time!</p>	<ul style="list-style-type: none">✓ Polite, friendly and professional!✓ Another contact point with your customer makes sure they remember you!✓ Politely nudging the customer for a rating to build up your profile
? I need to change my booking time	<p>Hi [customer name], how are you? I will be unable to make our next booking on [date of booking] as I will [insert reason why you can't make the appointment]. Would you like me to come another day before I am unavailable or should we pickup again when I am back?</p>	<ul style="list-style-type: none">✓ Honest and polite✓ You are finding a solution to the problem and are:<ul style="list-style-type: none">✓ Offering a new time slot✓ Offering flexibility