



Because we take pride.

White Glove™

Team Talk

News and stuff for staying in the loop!

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Have a Problem? Tell the Customer.

Have you ever been unhappy with the results of a cleaning task? Maybe you've been in one of these situations:

- you've wiped and wiped a mirror or window and you can't get it clean; maybe there was some type of film, limescale, or grease or something, and you spent so much time, you decided to work on it more next time;
- no matter how hard you scrubbed, you couldn't get all that dried, crusty food off the stove or grate, but you'll try again next time;
- because someone spilled something that stained a surface, you couldn't get it entirely clean; or
- a toilet ring or mineral build-up couldn't be removed.

That's OK. You've done your best, and maybe you've taken more time than you should have. **BUT, there's one thing left to do: INFORM THE HOMEOWNER!**

What would the customer think if they saw a job that wasn't done well? Naturally they would assume that's it's sloppy and unfinished work. **Before it becomes a problem, tell the customer, or leave a note if no one is home.** By informing the customer that you will work on it more next time, or that it just wouldn't come clean, you are telling them that you were responsible--you tried

and you did your best. That's a lot better than the customer noticing what seems to be just poor work, right?

Leaving a note shows that you are concerned, and customers will feel much better and appreciative about you and your work, and in most cases they will be forgiving.

Before



John noticed some mildew along the bottom of his shower wall. He first thought was that the cleanologist overlooked it--maybe because it would be too much work to clean it.

He was just about to call and complain...

After



but then he noticed a note from the cleanologist saying that she tried and tried, but couldn't get it all. The note said that she would try something different next time to see if she could get rid of it.

His impression of the cleanologist skyrocketed!

