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Maintaining Communication with your Cleaning Service Clients by Fritz Andre

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People avail the service of a cleaning facility so they can have easier lives. As a residential cleaning service provider, aside from providing first- class service to your customers, you have to maintain communication with your clients to make sure that both parties understand the tasks at hand and to leave no room for mistakes.

Before getting another new client, make sure to tell them the services included in the cleaning facility you can provide. As you go around home while the customer discusses his requirement list of things to be cleaned, ask questions clarifying exactly what they want. For example, ask them, â€œSo, let me just clarify Maâ€™am, you DONâ€™T want us to clean this area anymore?â€•

A written requirement list stating what services they will get in the routine maintenance their residence will get must be given to the customer. It must also include a list of additional services like window washing or carpet maintenance that you can provide together with their corresponding fees and how long in advance should you receive before you can take on extra tasks.

You may also have to explain to them that your staffs are assigned to clean many different homes on certain days and so if they need more people for the job, they must inform you in advance. In this way, not only does your crew get to save time, your staffs are also ensured to have the right tools for the tasks.

In case accidents or mishaps occur, you also need to issue a good statement. Tell your employees that if in any case, problems or accidents occur, they must leave a memo and contact you immediately since you have to know everything happening. It is helpful to just have pre- printed forms with a checklist (busted item, stain that cannot be erased, broken window, etc.) which you can leave at their house together with your maintenance companyâ€™s contact information.

If your maintenance crew sees additional tasks needed to accomplished, they can also signify remarks. Do the windows already need washing especially that itâ€™s springtime? Do the rugs look like they already need maintenance because of too much dirt? Not only does this show your clients that you do think about their house, you also give them options on the extra services that you can provide and charge them for.

If you do not clarify your policy to your customer, you might get in trouble for cancelled or missed activities. Make sure that your client is completely aware of your businessâ€™ termination policy indicated in the client contract by discussing it with him. If your staffs happen to miss a particular engagement, make sure that you give your client his proper compensation by for example, giving discounts the next time they come to you to avail your services.

You cannot afford to lose a customer only because of a simple misunderstanding of your services. Maintain open lines of communication with your clients to ensure the success of your business. Make sure that your crew leaves memos and make follow- up calls to make sure that your clients are happy and that your profits are fluid.

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