



How to greet a customer?

Remember, you are a stranger coming into someone's home. Follow these rules to put people at ease and make them comfortable to leave you alone and let you do your craft.



SMILE

This communicates that you're friendly and are here to bring a good vibe into their home



EYE CONTACT

This communicates that you are trustworthy, open and have nothing to hide.



FIRM HANDSHAKE

Have a **firm** handshake, 10% above their intensity.

This communicates strength, competence and confidence.

You know what you're doing and you're here to give it your best.



Say Their NAME

The most pleasant word in their dictionary. It means you care, respect and notice them.

"Hello **Mary**, pleasure to meet you, how are you today? I'm **John** and I am here to care for your fireplace."

Don't mumble, be Loud and Clear.

Customer Service

1. Not having a good day? Don't advertise it - don't bring a downer vibe into anybody's home.
2. Acknowledge and Apologize if you arrived late
3. Customer is always right.
4. Customer is sometimes wrong. Just don't tell them, instead accept their feedback, say "**Yes I can see why you see it that way**", then proceed to explain the technical details they may not be aware of.
5. Don't perform any work if minors (16 and under) are the only people in the house (unless you have the parent's permission)
6. Don't make derogatory statements about other companies (it only casts a shadow on you)
7. Don't leave customers hanging without answers or unhappy about the service - put them on the phone with the manager. (in this scenario: call The manager, explain the situation first and then hand the phone to the customer.