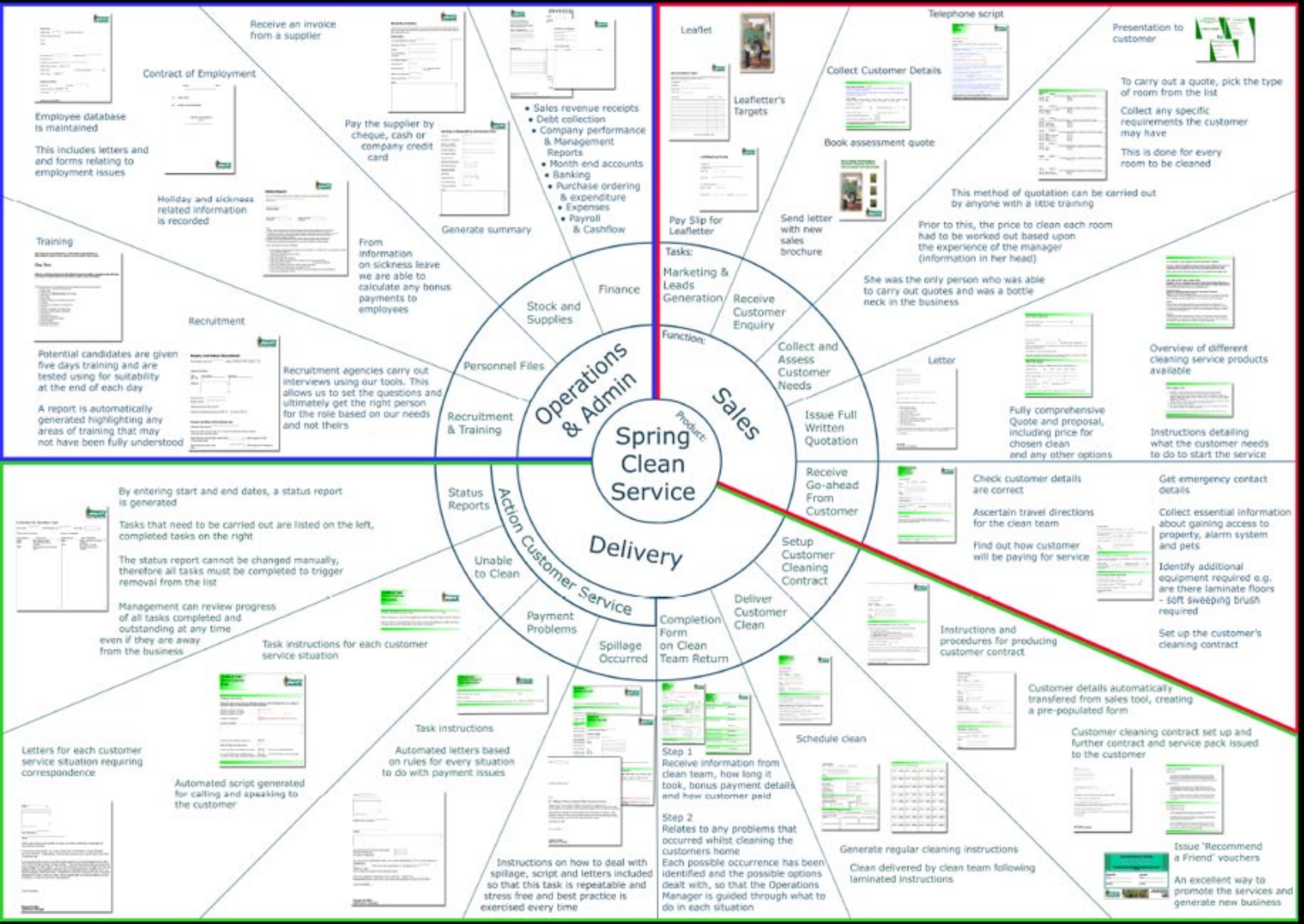
Spring Clean Service
Product:
Operations & Admin
Sales
Delivery
Action Customer Service
Tasks:
Function:
Finance
Stock and Supplies
Personnel Files
Recruitment & Training
Marketing & Leads Generation
Receive Customer Enquiry
Collect and Assess Customer Needs
Issue Full Written Quotation
Receive Go-ahead From Customer
Setup Customer Cleaning Contract
Deliver Customer Clean
Completion Form on Clean Team Return
Spillage Occurred
Payment Problems
Unable to Clean
Status Reports
Receive an invoice from a supplier
Contract of Employment
Employee database is maintained
This includes letters and and forms relating to employment issues
Holiday and sickness related information is recorded
Pay the supplier by cheque, cash or company credit card
Generate summary
• Sales revenue receipts
• Debt collection
• Company performance & Management Reports
• Month end accounts
• Banking
• Purchase ordering & expenditure
• Expenses
• Payroll & Cashflow
From information on sickness leave we are able to calculate any bonus payments to employees
Training
Potential candidates are given five days training and are tested using for suitability at the end of each day
A report is automatically generated highlighting any areas of training that may not have been fully understood
Recruitment
Recruitment agencies carry out interviews using our tools. This allows us to set the questions and ultimately get the right person for the role based on our needs and not theirs
Leaflet
Leafletter's Targets
Pay Slip for Leafletter
Telephone script
Collect Customer Details
Book assessment quote
Send letter with new sales brochure
Presentation to customer
To carry out a quote, pick the type of room from the list
Collect any specific requirements the customer may have
This is done for every room to be cleaned
This method of quotation can be carried out by anyone with a little training
Prior to this, the price to clean each room had to be worked out based upon the experience of the manager (information in her head)
She was the only person who was able to carry out quotes and was a bottle neck in the business
Letter
Fully comprehensive Quote and proposal, including price for chosen clean and any other options
Overview of different cleaning service products available
Instructions detailing what the customer needs to do to start the service
Check customer details are correct
Ascertain travel directions for the clean team
Find out how customer will be paying for service
Get emergency contact details
Collect essential information about gaining access to property, alarm system and pets
Identify additional equipment required e.g. are there laminate floors - soft sweeping brush required
Set up the customer's cleaning contract
Instructions and procedures for producing customer contract
Customer details automatically transfered from sales tool, creating a pre-populated form
Customer cleaning contract set up and further contract and service pack issued to the customer
Schedule clean
Step 1
Receive information from clean team, how long it took, bonus payment details and how customer paid
Step 2
Relates to any problems that occurred whilst cleaning the customers home
Each possible occurrence has been identified and the possible options dealt with, so that the Operations Manager is guided through what to do in each situation
Generate regular cleaning instructions
Clean delivered by clean team following laminated instructions
Issue 'Recommend a Friend' vouchers
An excellent way to promote the services and generate new business
Instructions on how to deal with spillage, script and letters included so that this task is repeatable and stress free and best practice is exercised every time
Task instructions
Automated letters based on rules for every situation to do with payment issues
Task instructions for each customer service situation
Automated script generated for calling and speaking to the customer
Letters for each customer service situation requiring correspondence
By entering start and end dates, a status report is generated
Tasks that need to be carried out are listed on the left, completed tasks on the right
The status report cannot be changed manually, therefore all tasks must be completed to trigger removal from the list
Management can review progress of all tasks completed and outstanding at any time even if they are away from the business