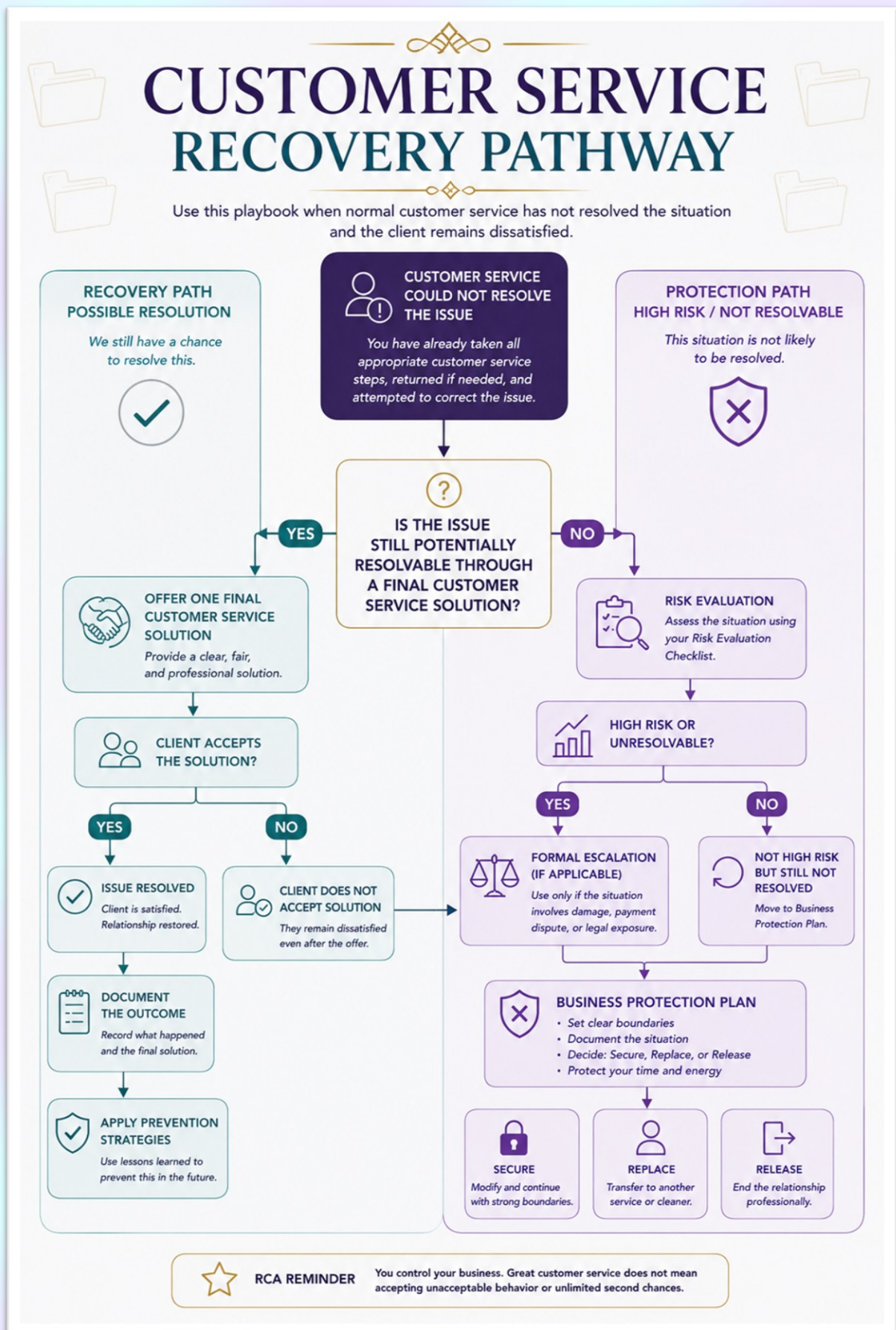




PLAYBOOK#1 CUSTOMER SERVICE RECOVERY

WHEN THE CUSTOMER SERVICE ALONE IS NO LONGER ENOUGH



THE RECOVERY TOOLBOX

THE SITUATION 1 **A CLIENT REMAINS UNHAPPY** **AFTER A CALLBACK.**

Your Business Objective:

- To restore the relationship if it is still professionally possible.

The Professional Response:

Acknowledge the client's concerns without becoming defensive. Explain that you have already made a good-faith effort to correct the issue and would like to understand what specific outcome they are still hoping to achieve.

Ready-to-Use Script:

“Thank you for giving me the opportunity to return and address your concerns. I understand you're still not completely satisfied, and I'd like to better understand what outcome you're hoping for so I can determine whether it's something I can reasonably help with. My goal is always to provide professional service while being fair to both of us.”

THE SITUATION 2

A CLIENT REQUESTS A FULL REFUND AFTER THE CALLBACK.

Your Business Objective:

- To evaluate whether a professional resolution is still possible.

Professional Response:

Determine whether the request is reasonable based on the work performed, your service agreement, and the steps already taken to resolve the issue. Avoid agreeing immediately or arguing.

Ready-to-Use Script:

“I understand you're requesting a refund, and I appreciate you sharing your concerns. Since I've already returned to address the issues you identified, I'd like to review the situation carefully before making a final decision. I'll evaluate everything based on the work completed and our service agreement, and I'll get back to you promptly.”

THE SITUATION 3

A CLIENT REFUSES EVERY REASONABLE SOLUTION.

Your Business Objective:

- **Determine whether the relationship can continue professionally.**

The Professional Response:

If every reasonable attempt has been declined, stop negotiating repeatedly. Move to the Risk Evaluation and decide whether continued cooperation is in your business's best interest.

Ready-to-Use Script:

“I've made every reasonable effort to resolve your concerns professionally and appreciate the opportunity to do so. At this point, it appears we're unable to reach a solution that works for both of us. I'll review the situation carefully and determine the most appropriate next step regarding our business relationship.”

THE FORMAL ESCALATION PROCESS (OPTIONAL)

WHEN TO CONSIDER FORMAL ESCALATION

It's an available option when:

- 1. Professional customer service has failed.**
- 2. The disagreement has become a business dispute.**
- 3. The financial loss or other consequences justify additional time and resources.**

POSSIBLE FORMS OF FORMAL ESCALATION

- ? An Insurance claim**
- ? A Civil or small (a thief of the service) claims court**
- ? A Demand letter**
- ? The Collection procedures**
- ? The Mediation**
- ? A Legal consultation**
- ? The Law enforcement (only when appropriate)**

A PROFESSIONAL CONDUCT DURING ESCALATION

Remain professional!

Document everything!

Never harass!

Never threaten!

Never trespass!

Never damage your own reputation!

RCA Reminder:

The Formal Escalation Process is a business decision—not an emotional reaction! Before pursuing the formal action, consider the time, cost, likelihood of success, and the overall impact on your business.

YOUR PREVENTION STRATEGIES

PREVENT CUSTOMER SERVICE CONFLICTS IN THE FUTURE

Before the Appointment

- ✓ Conduct a thorough walkthrough.
- ✓ Clarify expectations.
- ✓ Discuss priorities.
- ✓ Explain what is and isn't included.

During the Appointment

- ✓ Follow a consistent cleaning system.
- ✓ Address unexpected issues immediately.
- ✓ Communicate if something cannot be completed.

Before Leaving

- ✓ Perform a final quality inspection.
- ✓ Confirm the client is satisfied whenever possible.
- ✓ Ensure the property is left safe and secure according to your normal exit procedures.
- ✓ Double-check that nothing has been left behind and that nothing about your departure could create unnecessary liability or risk for you or your client.
- ✓ Document any unusual situations before leaving the property.

After the Appointment

- ✓ Document concerns.
- ✓ Update the client profile.
- ✓ Improve your onboarding or communication process if needed.

RCA Prevention Rule:

Most customer service conflicts begin with unclear expectations—not poor intentions. Clear communication before the appointment prevents many problems after the appointment. Before leaving any appointment, make sure your work—and your departure—cannot become tomorrow's problem.