

“How can I reduce commercial complaints?”

The *Vision*: Your ideal goal ...

- Avoid complaints and problems. (Facility Managers HATE “drama”!)
- “Blend into the commercial woodwork” and don’t get noticed.
- Get referrals to other commercial prospects!

The *Problem*: Just “doing the work” still brings complaints. Plus you want commercial referrals!

The *Solution*: You (and your employees) must *behave differently* on commercial accounts! Huh?

That’s right- to create Commercial Cheerleaders you must tap in to the “80% Principle”:

“80% of how a client decides if you are doing a ‘good job’ or a ‘bad job’ is based on how they FEEL about the people doing the work!” A no brainer- Right? But how?

The quickFIX: A simple checklist that consistently guides your front-line service worker’s relationship with your clients. Of course, this one page “Moment of Truth” outline isn’t going to solve all your “commercial challenges”. One solid solution? Attend our [Strategies for Success](#) seminar!

[Let me know how this Checklist works for you!](#)

[Steve Toburen](#)

If you like this Checklist, you’ll love *Strategies for Success-*

Invest 5 days with Strategies for Success (SFS) and you’ll gain **years** of experience in measuring your financials, creating a marketing plan and building a truly lucrative, “real” business.

Do you struggle with any of the challenges below? Then just click for the solutions!

Remember, this is just a taste of the proven “*Success Resources*” SFS will give you:

- [Why do I always get under-bid in commercial work?](#)
- [Is your website "up to snuff"?](#)
- [How to be more productive in commercial cleaning setup](#)
- [How can I organize my commercial cleaning accounts?](#)
- [Why can't I make a profit? Finances scare me.](#)

There is no other program like SFS. Interested? Call your Jon-Don rep or follow these links:

- [Frequently Asked Questions about SFS](#)
- [Why should I invest five days of my life to attend SFS?](#)
- [Here is what you will learn at SFS- day by day.](#)
- [Skeptical with all the "snake oil" out there? Read what our members say...](#)
- [Read these SFS Member "bios" of what happened after SFS!](#)

Remember, SFS has transformed the lives of almost 3,000 people in the cleaning and restoration industry. **Why not you?** I urge you to investigate SFS.

Steve Toburen

“Moment of Truth” BSC/Commercial Checklist

1. Before leaving office

- a) Review all *Job Profiles* and especially your *Production Day Sheet*. (PDS)
- b) Check “Load List” on *PDS* for unusual “non-truck inventory” items. Check chemical levels.
- c) Review access information, breaker box/lighting, alarm codes, security on-site, etc.
- d) Double check that you have all keys and that all key codes match your Job Profiles.
- e) Check gas level in truck.

2. Arriving on-site. (Review in transit where to park.)

- a) Check grooming/paperwork/your business card and business contact’s name.
- b) Make sure your team members have their photo ID badges clearly visible.

3. If contact or tenants are on-site.

- a) Never surprise someone. (Deliberately make noise as you are unlocking door.)
- b) Call out as you open the door if lights are on: “Hello? Jon-Don Cleaning coming in...”
- c) Explain why you are there and where you will be working.
- d) Try to start in areas that don’t bother the tenants.

NOTE: Never talk with other team members in front of clients in a language they don’t understand.

4. Before starting to work.

- a) Double check the *Job Profile* and any other paperwork.
- b) Do an initial walkthrough and pre-inspection before you start your cleaning.
- c) Make your “clock in” call or text to your supervisor. If in doubt always ask questions.
- d) If your supervisor can’t be reached call or text the General Manager.

5. Behavior on the job.

- a) Keep your actions above reproach at all times.
- b) Work quickly, safely and efficiently.
- c) Do not make cell phone calls while clients are present.
- d) Remove ear buds or headphones while clients are present.

NOTE: Big Brother really is watching! Almost all commercial buildings have security cameras. Some easily visible- others are hidden. You never know when you are being watched. So always act as if you are “on camera” because you probably are! (Plus you never know when a manager or other employee of the business where you are working will walk in!)

6. Security.

- a) Suspicious activity- If you notice anything out of the ordinary call your supervisor. All company manager/ emergency numbers are listed on the bottom of each *Job Profile*.)
- b) Key security- NEVER set keys or entry cards down or leave them in doors. Always keep keys and cards securely in your pocket. Just one lost key could result in our (and your) immediate termination!

7. Safety.

- a) Keep all cleaning items and equipment with you as you work though the building.
- b) Slippery floors- Wipe up any over spray/place a wet floor sign at the transition point of entry between damp carpet and hard surface flooring such as ceramic, hardwood or VCT. (Even if no one is around.) Be sure to collect your warning signs during your final walk-through.
- c) Place warning signs where hoses cross foot traffic areas. NOTE: Avoid hoses on busy sidewalks.

8. Final walk-through and check.

- a) If clients are present inform them you are leaving and tell them goodbye.
- b) Remembering our “blend into the woodwork” commercial philosophy. So walk through your work with a “critical eye”. Everything should be put back as it was unless noted otherwise.
- c) Turn off lights and set alarm as per *Job Profile*.
- d) Lock building and have your other Team Members formally verify that the building is secured. (Our “open access” to the building is kept by our superb reliability.) Clip building key or card back into the *Job Folder*. If required, call your supervisor as you are leaving.