

# THANKS FOR JOINING THE DIEM TEAM



DIEM WANTS TO GIVE PEOPLE MORE TIME TO DO WHAT THEY LOVE



## GREET & SMILE



HAVE POSITIVE ATTITUDE & SMILE WHEN GREETING THE CUSTOMER

## BE PREPARED



ALWAYS FACTOR IN EQUIPMENT NEEDED AND TRAVEL TIME BEFORE HAND.

## RESPONSIVENESS



RESPOND QUICKLY TO DIEM AND CLIENTS

## AVOID PHONE USE



WHEN ON JOBSITE, AVOID USING YOUR PHONE

## ALWAYS ASK



IF NEEDED TO USE PHONE ( OFFICE OR EMERGENCY) ALWAYS TELL THE CUSTOMER

## TAKE PICTURES



ALWAYS TAKE BEFORE AND AFTER PICTURES FOR PROOF OF WORK

## NOT QUALIFIED?



INFORM CLIENT YOU NEED TO REACH OUT TO THE OFFICE TO MAKE SURE JOB IS DONE RIGHT

## KEEP IN THE LOOP



IF NEED HELP ON JOB, ALWAYS INFORM CLIENT FIRST BEFORE REACHING OUT TO US

## CANCELLING LAST MINUTE



PLEASE DO NOT CANCEL 24 HOURS BEFORE THE JOB OR YOU WILL BE PENALIZED

## THREE- P'S

Follow these tips to give the best customer experience!



BE PREPARED



BE PUNCTUAL



BE PROFESSIONAL



# THANKS FOR JOINING THE DIEM CLEANING TEAM

DIEM WANTS TO GIVE PEOPLE MORE  
TIME TO DO WHAT THEY LOVE



## BRING ALL EQUIPMENT

REMEMBER TO BRING ALL OF THE  
REQUIRED EQUIPMENT



## GREET & SMILE

HAVE POSITIVE ATTITUDE & SMILE  
WHEN GREETING THE CUSTOMER



## CONFIRM TIME LENGTH

CONFIRM THE TIME LENGTH OF JOB AND  
WHAT THE CUSTOMER WANTS COMPLETED



## NOT ENOUGH TIME?

IF NOT ENOUGH TIME, THE CLIENT CAN  
PURCHASE ADDITIONAL TIME



## HIGH PRIORITY

ASK CLIENT TO IDENTIFY THE HIGHEST  
PRIORITY AREAS TO CLEAN IN TIME



## BEFORE & AFTER PICTURES

TAKE BEFORE AND AFTER PICTURES  
FOR PROOF OF WORK



## DO NOT CUT CORNERS

PLEASE DO NOT MISS ANY CORNERS  
AND ALWAYS ASK BEFORE LIFTING ITEMS



## ASK IF SATISFIED

AT THE END, ALWAYS THANK THE CLIENT  
AND ASK THEM IF SATISFIED



## FINAL WALKTHROUGH

DO A FINAL WALKTHROUGH SO NO DISPUTE  
OCCURS

## TOP TIPS

Follow these tips to  
give the best customer  
experience!



BE PUNCTUAL



BE PREPARED



WORK HARD



# HERE ARE THE DIEM CLEANING SUPPLIES



## RECOMMENDED CLEANING SUPPLIES & EQUIPMENT TO HAVE AT DIEM

VACUUM

MOP

SWIFFER JET

BROOM AND PAN

COMET

WINDOW CLEANER/WINDEX

VIM

APPLIANCE CLEANER

SPONGE

ALL - PURPOSE CLEANER

## Kitchen



**Wipe  
Countertops**

**Dust  
Surfaces**

**Straighten  
Objects**

**Wipe  
Stove**

**Wipe  
Sink Facuet**

**Scrub Sink**

**Clean & Wipe  
Appliances**

**Wipe  
Baseboards**

**Sweep then Mop/Swiffer or Vacuum Floors**

## Bathrooms



**Straighten  
Objects**

**Clean Toilet**

**Clean Shower  
Doors**

**Scrub  
Shower/Tub**

**Wipe  
Baseboards**

**Clean Mirrors**

**Wipe Facuets**

**Wipe  
Countertops**

**Eliminate  
Soap Scum**

**Clean Sink**

**Sweep/Vacuum/Mop/Swiffer Floors**

Living/Family Room



**Dust Surfaces**

**Straighten Pillows**

**Tidy Objects**

**Wipe Coffee & Side Tables**

**Wipe Baseboards**

**Sweep then Mop/Swiffer or Vacuum Floors**

Bedrooms



**Dust Surfaces**

**Straighten Pillows**

**Wipe Baseboards**

**Tidy Bed**

**Sweep/Vacuum/Mop/Swiffer Floors**