THANKS FOR JOINING THE

DIEM TEAM

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











HAVE POSITIVE ATTITUDE & SMILE
WHEN GREETING THE CUSTOMER



ALWAYS FACTOR IN EQUIPMENT NEEDED AND TRAVEL TIME BEFORE HAND.



RESPOND QUICKLY TO DIEM AND CLIENTS



WHEN ON JOBSITE, AVOID USING YOUR PHONE



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



ALWAYS TAKE BEFORE AND AFTER PICTURES

FOR PROOF OF WORK



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



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



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!









THANKS FOR JOINING THE

DIEM CLEANING TEAM

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











REMEMBER TO BRING ALL OF THE REQUIRED EQUIPMENT



HAVE POSITIVE ATTITUDE & SMILE
WHEN GREETING THE CUSTOMER



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



IF NOT ENOUGH TIME, THE CLIENT CAN
PURCHASE ADDITONAL TIME



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



TAKE BEFORE AND AFTER PICTURES
FOR PROOF OF WORK



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



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



DO A FINAL WALKTHROUGH SO NO DISPUTE OCCURS

TOP TIPS

Follow these tips to give the best customer experience!



BE PUNCTUAL

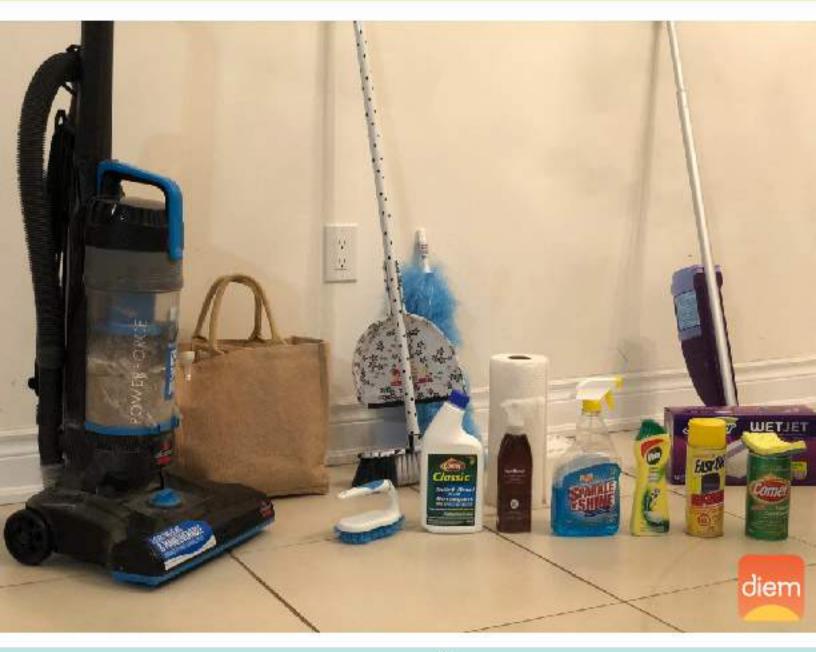


BE PREPARED



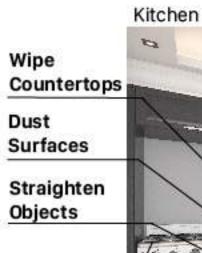


DIEM CLEANING SUPPLIES



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



Wipe Stove



Wipe Baseboards

Wipe

Sink Facuet

Scrub Sink

Appliances

Sweep then Mop/Swiffer or Vacuum Floors



Sweep/Vacuum/Mop/Swiffer Floors



