

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 HANDY TEAM



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



REMEMBER TO BRING ALL REQUIRED
EQUIPMENT



NO SMOKING ON CLIENTS PROPERTY
AT ALL



NO SWEARING OR BAD LANGUAGE OR
INAPPROPRIATE CONVERSATIONS



DO NOT DISCUSS YOUR PAY STRUCTURE
WITH CO-WORKERS AND CLIENTS



KEEP WORK AREA CLEAN & SAFELY
(FOLLOW WHIMIS)



IF CLIENT WANTS A CHANGE, PLEASE TELL
THEM TO CALL DIEM



TAKE PICTURES OF RECEIPTS OF MATERIALS
BOUGHT AND SEND IT TO DIEM FOR PAY BACK



RE-CHECK WORK SO NO DISPUTE
OCCURS



ENSURE CLIENT IS SATISFIED AND TAKE
PICTURES OF WORK DONE

TOP TIPS

Follow these tips to finish
the job effectively!



BE SAFE



FOLLOW STEPS



WORK HARD

