



Cooper's Scoopers Client Service & Operations Guide

Client Service Philosophy

At Cooper's Scoopers, our mission is to provide **exceptional pet waste management** services with professionalism, care, and reliability. Our clients lead busy lives and need a service they can trust to keep their outdoor spaces clean and sanitary. Every interaction should reflect our commitment to **great service**, ensuring customer satisfaction and long-term loyalty.

Service Commitment

Our value lies in delivering **efficient, friendly, and knowledgeable service**. All customer interactions—whether in person, over the phone, or online—should be handled **promptly, professionally, and courteously**. Every team member represents the Cooper's Scoopers brand and should demonstrate a **service-first attitude** at all times.

Customer Interaction & Booking Process

1. **Initial Contact:** Answer all inquiries professionally and promptly. Calls should be answered live whenever possible, or returned within an hour.
2. **Assess Customer Needs:** Ask relevant questions about the property size, number of pets, and frequency of service needed.
3. **Service Offering & Upselling:** Explain the available plans and **offer sanitation and deodorizing services** for optimal yard freshness.
4. **Scheduling & Confirmation:** Provide available service slots, confirm booking details, and send a follow-up confirmation email or text. Always notify clients before arriving and after leaving with an image of the yard cleaned and gate closed.
5. **Regular Service Encouragement:** Recommend **weekly or bi-weekly plans** for consistent cleanliness and convenience. Customers who pre-book should receive reminders and follow-up messages if they miss a service.

Customer Service Best Practices

- Maintain a **positive and professional** tone at all times.
- Be **empathetic** to customer concerns and find solutions that meet their needs.
- Never argue with a client—address concerns promptly and courteously.



- Always **thank customers** for choosing Cooper's Scoopers.

Handling Complaints & Irate Customers

- Stay calm, listen actively, and acknowledge concerns.
- Apologize if necessary and offer a resolution within company guidelines.
- Never take complaints personally—use them as an opportunity to improve service.
- If escalation is needed, refer the matter to management for resolution.

Operational Guidelines

- All appointments and customer data must be logged into the company system.
- Employees should be well-versed in service offerings and policies.
- Team members must **arrive in company-branded vehicles and attire** for professionalism and visibility.
- If a service issue arises (running late, customer cancellations, etc.), notify management immediately.

Franchise & Territory Guidelines

- Franchisees should never service outside of their territory unless they have signed consent. If you do have neighboring franchisees, **communicate and collaborate** for events and service requests.
- Any temporary service for another franchisee's customer must be clearly communicated, ensuring proper customer redirection after completion.
- Staff-sharing between franchisees is permitted if mutually agreed upon, with the hiring location responsible for compensation.

Final Note

Every customer interaction is an opportunity to reinforce Cooper's Scoopers' **reputation for excellence**. Providing **consistent, high-quality service** ensures customer retention and positive word-of-mouth referrals. Let's continue to set the standard in pet waste management!