



Customer Interaction Script and Protocols

General Approach

- Be professional, friendly, and respectful at all times.
 - Keep conversations brief and focused on customer satisfaction without delaying service.
 - Always wear a clean uniform and appropriate personal protective equipment (PPE).
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Greeting the Customer if Customer is Outside or Comes Outside

Technician:

"Hello! My name is [Your Name], and I'm with Cooper's Scoopers. I'm here for your scheduled pet waste removal service today. How are you?"

- Smile and maintain a positive demeanor.
 - Avoid using overly casual language or discussing non-service-related topics unless prompted by the customer.
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Responding to General Questions About Service

Customer Question Example:

"Are you almost done?"

Technician Response:

"Yes, I'm just finishing up. I'm making sure the entire area is thoroughly clean (and sanitized or deodorized if treatment is added). If there's anything specific you'd like me to focus on, please let me know!"

Customer Question Example:

"What kind of deodorizing spray do you use?"

Technician Response:

"We use a pet-safe, environmentally friendly deodorizing and sanitizing agent approved by Cooper's Scoopers. It's effective in neutralizing odors and keeping your lawn fresh."

Handling a Customer Concern or Complaint**Customer Concern Example:**

"I noticed some waste was missed last time."

Technician Response:

"Thank you for letting us know. I apologize for any oversight. I'll make sure to walk through the entire area thoroughly today, and I'll also report this feedback to my team to help improve future visits."

Follow-Up Action:

- Recheck the area thoroughly before leaving.
 - Report the feedback to your supervisor according to company policy.
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Addressing a Question About Lawn Care or Damage**Customer Question Example:**

"There's a brown patch on the lawn—could it be from pet waste?"

Technician Response:

"Pet waste can sometimes contribute to lawn discoloration. I recommend applying a pet-safe lawn treatment to help rejuvenate the area. (We have an add-on option if you would like for us to apply it.)"

Ending the Conversation**Technician:**

"Thank you for your time! I'll get back to work and make sure everything is taken care of. If you ever have questions or feedback, feel free to reach out to us anytime. Have a great day!"

Key Guidelines for All Interactions**1. Maintain Confidentiality:**

- Avoid discussing other clients or sharing personal opinions.

2. **Be Courteous but Efficient:**

- Keep conversations polite and professional, but prioritize completing your service on time.

3. **Know When to Escalate Issues:**

- If a customer is upset or has a question beyond your knowledge, calmly offer to escalate:
"I'll make sure to report your concern to our office right away so we can address it fully."