

Removalist Customer Service – Toolbox Talk

SUBJECT	REMOVALIST POSITIVE IMAGE - CUSTOMER SERVICE – PART 1
RESOURCES	PowerPoint Presentation

CUSTOMER SERVICE

Facilitator

This toolbox is focused on how a removalist portrays themselves to customers.

We will cover what is customer services, what is expected of you as the removalist, how your appearance is important and how you image impacts on the business.

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Moving house is often a very emotional time and your courteous and professional manner will help the customer perceive that you are in control and understanding of their situation. Remember, as a removalist, you are there at a time when a family closes a door on memories within that house to open the door on a new life and new memories - your role is not just about moving furniture.

What is customer service in furniture removals?

Customer services in the removals industry is the support and assistance provided to a customer before, during and after the service.

It encompasses a range of activities aimed at enhancing customer satisfaction, addressing inquiries, resolving issues, and ensuring a positive experience. Effective customer service can include various ways, that is, via phone, email communication, and in-person interactions. The main goal is to build strong relationships with customers, foster loyalty, and encourage repeat business.

What are the expectations for a removalist in terms of customer service?

Remember, when you are working for your company, whether in a company vehicle or in company uniform you are representing your company to the public. The general public are potential customers and your appearance and behaviour will influence their opinions.

So always remember - when you are doing a removal you are a guest in someone else's house. You are also a professional, representing your company and responsible for your actions and attitudes while you are on the job.

A couple of golden rules to remember:

“Respect your customers”

“Treat others as you would want to be treated”

Customers are individuals with feelings, and their financial transaction do not diminish their need for understanding. It is essential to listen to them when they speak, take the time to listen and respond to their questions and concerns and handle their issues with the seriousness they deserve.

You are there to provide quality service, enhance customer satisfaction, build a positive reputation in the removals industry and to encourage repeat business and referrals to potential customers.

Removalist Presentation

You are the face of the company, so it is important how you present yourself to the customer and that you are professional. The “golden rules” to remember about presentation are:

- Be on time
- Park outside the residence
- Be well groomed
- Introduce yourself to the customer
- Be polite and courteous
- Inspect the customer's effects
- Keep the customers house clean and tidy
- Take lunch breaks outside the residence
- Use appropriate language
- Alcohol on the job is never tolerated

Removalist appearance

Before entering a customer’s home, make sure you:

- Have showered
- Are wearing a good deodorant
- Safely put away your mobile phone and any personal effects
- Are presentable and neatly dressed
- Are wearing clean closed in shoes or boots

Meeting the customers

When meeting a customer/s reassure them and make them feel comfortable with you in the house.

- Ask him/her if there are any precious or delicate items that you should be aware of.
- Ask the customer if you can walk on their floors in your shoes
- Listen and be patient
- Ask questions
- Emphasise the quality of your company’s services

If you are going to be late for a job, call your supervisor and notify him/her so that the customer can be informed

Promote a Positive Image

The furniture removals industry serves the public. As an employee, you are expected to contribute to the high standards of the Australian Furniture Removers Association, industry standards and your employer's requirements and responsibilities.

The public will form an opinion of your company through your actions.

"I can't hear what you are saying, your actions are speaking to loudly".

Honesty, integrity, common courtesy and reliability are essential characteristics for an employee who is representing his/her company to the public.

How can you make your job more **PERSONAL**?

This can be done quite simply – by relating to customers in a way that is characterised by:

- A positive attitude to your work
- A genuine interest in helping the customer and solving their problems
- Appropriate language always in and around the customer's property
- Showing patience with the customer
- Listening to the customer
- Tact and sincerity
- Appreciation of the customer's point of view

How can you make your job more **PROFESSIONAL**?

When you arrive, please ask the customer if you can conduct a walk-through of the residence with them and ask them questions. During the walk-through request that they identify any fragile or specific items that require special attention. Additionally, do a safety check to identify any risks or hazards prior to starting the move, eg: narrow staircases, trip hazards, oversized items that require special equipment, etc.

Whilst carrying out your tasks, ensure that your approach is characterised by:

- Careful handling furniture and effects
- Pride in what you do
- Pride in your personal appearance and level of hygiene
- A pleasant, cheerful approach to your work
- Complete honesty
- Attention to safety and commitment to reducing risks

Keep in mind that your customers include, not only the customers whose furniture you are moving, but also includes the other people you engage with in your role, such as your colleagues, team leader, sales staff, storage staff and maintenance staff.

In addition, it includes people you interact with outside of your company whilst doing your day-to-day work.

Remember:

Customer satisfaction plays a major role in the success of any business. When customers are happy, they return. They spread positive word-of-mouth to family and friends. Consequently, this enhances a company's reputation.



Items Raised/Corrective Action	Action By	Action completed	
		Sign off	Date

DATE:

FACILITATOR SIGNATURE