



Removalist Customer Service – Toolbox Talk

SUBJECT	REMOVALIST WORKING WITH THE CUSTOMER– PART 2
RESOURCES	PowerPoint Presentation

CUSTOMER SERVICE

Facilitator

This toolbox is focused on the removalist dealing and working with the customer.

We will cover what issues you will or may encounter with the customer, whether it be questions, complaints or their concerns with the move and some ways on how to deal with them.

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RECAP (Optional – you can ask questions to see what they recalled from previous toolbox talk)

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.

The Customer's Possessions

The goods you are handling have sentimental value to the customer. It might look like junk to you, but it may be precious to the customer. Be tactful and respect all their possessions.

Be attentive to the customer and sensitive to their anxieties and stresses. After all, moving house is a major change in the customer's life. They will naturally be anxious about damage to their possessions.

Reassuring the Customer

Here are some further things that you can do to help reassure the customer that they are dealing with a professional. If these actions are carried out, it will show respect for the customers and their personal effects; it will help dispel anxiety and make the move more pleasant for all concerned. Remember, the customer is the most important person you will deal with and your actions as your company's representative must be of a high, professional standard.

<ul style="list-style-type: none">• Listen• Ask questions• Be patient• Be discreet• Be honest• Be sincere	<ul style="list-style-type: none">• Be truthful• Be safe• Emphasise the quality of your company's services• Promote prospective business• Be proud of your company• Sell yourself
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Advising Customers

Furniture removalists must be able to advise customers of the steps involved in the removal process. The customer is likely to have some questions and concerns about the removals process and how it will affect them; you should be able to answer their questions.

The customer is entitled to know what the removal process will be. It would be best practice to go through the move with the customer, reconfirming what is to be moved and work to be undertaken. Many of the problems that occur with moves are often defended by the question....

"Why wasn't I told about that?"

OR

"I didn't know I couldn't claim for a breakage if I packed the carton"

OR

"I just assumed that you would take the gas cylinder for the BBQ"

This confusion could all be avoided through communication.

Customer's responsibilities

The customer should be aware of his or her responsibilities

Some companies use information booklets or brochures to inform their customers of their responsibilities. If these are adhered to, your job will be simple and straightforward.

Handling Problems

"You can please some of the people all of the time, you can please all of the people some of the time, but you can't please all of the people all of the time" - John Lydgate

No matter how good your service is or how hard you try to provide high standards, there will still be complaints from customers; it is how you handle these complaints that matters most.

If customer complaints are not handled quickly and effectively, an ongoing relationship with that customer can be damaged and will be difficult to recover. Some of the issues maybe because the customer is stressed about moving:

Customer Stress

Customer problems may arise when the removalist does not recognise that the customer is experiencing difficulties.

So, by recognising symptoms of stress and practicing effective people skills such as empathy, major conflicts can often be avoided.

On occasions, angry customers will show their discomfort and anger, but most often people can be passively, or quietly angry or impatient.

Signals of Stress

Some of these clues are more obvious than others and it is important to realise that people can be simmering with anger, without being obviously angry.

The aggressive ones are easy to recognise. But if you do not recognise the passive ones who keep their feelings hidden, you can unknowingly lose business.

Handling Stress

Once you are aware that the customer is sending out signals indicating that they are impatient, you should become alert for the clues that will help you say and do the right things.

Remember, by approaching and greeting customers in a sensitive manner, you may prevent them from becoming aggressively angry.

Without doubt, the best way to resolve a problem is to prevent it from happening in the first place. This is where your communication skills are important.

Questioning the customer carefully, actively listening to them and seeking feedback will help to reduce the chance of misunderstanding and conflict.

However, it is not possible to avoid all problems and conflict. You can be responsible for your own words and actions, but you really have no control over the words and actions of others. If the other person is confused, impatient, upset, irritable, angry, hostile, or aggressive then you will have to deal with it.

As a professional removalist, you will be expected to solve problems as they occur and maintain good relations with your customers.

Here are some other ideas to help you avoid problems and handle them correctly when they do occur.

- Put yourself in the customer's shoes
- Acknowledge and address the customer's feelings

- Focus on how you can reduce the customer's problems

So why do customers complain?

A good way to answer this question is for you to think of a time when you, as a customer, complained.

You may have complained about a product, service, a professional or price.

But the bottom line is that people who complain usually want someone to listen, sympathise, apologise and, if indicated, correct the matter.

Having the right attitude even when there's a problem

Interestingly, the reasons for liking or disliking a company rarely have to do with the product or price. The good or bad experience is almost directly related to an experience with people, either their attitude or their service.

So, what is the right attitude to have even when there's a problem? Simply follow these steps.

- Listen sympathetically to the customer
- Show your understanding
- Mutually agree on a solution
- Follow through and follow up
- Learn from your mistakes
- Handle a serious complaint promptly
- How to handle unreasonable customers

Paperwork

It is important that documentation must be completed:

- Protect the customer and removal company, should anything go wrong or a claim is filled
- Avoid any misunderstandings

Common removalist paperwork that is required and needs to be completed is:

- Job Safety Analysis (JSA)/Risk and hazard assessments
- Inventory condition report
- Uplift docket/job sheet

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