

## Truck Team and Call Centre Communication Policies

### The Courtesy Call:

- 1) **Customers are to be called 15-30 minutes prior (to) the team's arrival.**  
If the customer cannot be reached initially, please re-try within 5 minutes and leave a message. Proceed to address regardless of whether customer has been reached by phone or not.
- 2) **If you will be arriving in the second half of the arrival window,** please be sure to call the customer in the first half of the arrival window to inform them of your projected arrival. Despite our best efforts to communicate the 2 hr window, customers always get anxious if they don't hear from someone within the first hour, which leads to additional phone calls into the calls center.
- 3) **If the team foresees being late altogether,** it is imperative the call is made as soon as possible. It is the truck team's responsibility to convey the following to the customer directly:
  - their appointment time may be delayed
  - offer to reschedule
  - apologize for the inconvenience
  - offer a 10% discount for the late arrival (only if the customer asks about a discount)

The call center is not to be contacted until these actions have taken place. It is the responsibility of the call center to then rebook any appointments called in by the truck team.

### Rebooking Appointments:

- 4) When rebooking appointments, please ensure that you have the **postal code ready and available** for the call center representatives, along with the customer's name. This will ensure efficiency when communicating with the call center; having only the last name or the time of the scheduled appointment is not sufficient.

### Miscellaneous:

- 5) Call center representatives are eager to help the truck teams and do what they can to ensure that the day-to-day operations of the team run smoothly. That said, try to avoid needless phone calls concerning matters that can be assessed directly by the franchise owner. This includes, but not limited to, re-iteration of job notes, how many jobs on the board for certain days, etc. Franchise Owners all have access to this information directly, and are encouraged to use this feature to their advantage.