

H-05 Returning Possessions

Procedure: *Return of Customer Possessions Found During Cleaning*

Purpose: To routinely and easily return customer's misplaced items found when we're working in the home.

Objective: It is normal to find customer's possessions as we move furniture, cushions, etc. Especially when they aren't home we must follow these exact steps and in the process create a Cheerleader! Remember, half the battle to create a Cheerleader is won just when we display an *"attitude of care and concern."* This Procedure is just an organized manner to show this caring attitude that we have always had with our clients.

Steps:

1. **A "customer possession" is defined as anything that is obviously not trash.** (Candy wrapper, torn pieces of paper, wadded up cat hair, etc.) **IF IN DOUBT, TREAT WHATEVER YOU FIND AS HAVING VALUE TO THE CUSTOMER.**
 - A. Remember, even a small plastic rod or panel may be a vital part to a youngster's model airline project. By the same token a crumpled up list may have an important address written on it.
 - B. Just because something may not have value to you **DO NOT** "assume" it is without value to your customers.
2. **If the customer is home, always check with them in person before disposing of a questionable item.** You can't go wrong checking with the customer because every time you do so you create a positive Moment of Truth!
3. **Immediately upon finding any item just take it to your client (if home) and ask if it is a convenient time to show them something you have found during your cleaning.**
 - A. Do not postpone this if at all possible because you may forget or even worse, the customer may discover you with their found item(s) and mistakenly conclude you were not planning on returning it.
 - B. If you are in doubt as to whether the item is trash or not **DO NOT** say to the customer, *"Is this junk?"* or *"Shall I pitch this in the trash for you?"* Instead, just say, *"I'm not sure if this item I found has value to you or not? What would you like me to do with it?"* Always assume the customer's items have value and treat them accordingly.
 - C. If the customer isn't home, follow the steps detailed below in this Procedure.
4. **When an item is found and you can't check with the customer immediately get a "Lost and Found" Zip-LoTM bag out of the left side pocket of your Job Folder.** (You will find more in the truck in the portable file cabinet in a large manila envelope marked "Lost and Found" Folders.)
NOTE: These plastic bags will have a label attached with our company logo and the phrase: "While cleaning in our home today I found these items and wanted to return them to you."

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- A. Fill out the lines marked Technician (put down your name), room found, where found in room and date.
- B. Insert item in bag, seal up and place on kitchen counter.
- C. Make a note of what you found and where you put it on your Work Order in the column marked Technician Notes.
- D. Give yourself a big pat on the back! Very likely your painstaking attention to detail has created another Customer Cheerleader for our Company ... and for you!

SPECIAL CAUTION: It goes without saying that not only must we be scrupulously honest in ALL our actions as we work in our customer's homes but we must also avoid the "appearance" of dishonesty. While we trust you implicitly with any accusation of an employee by a customer we will turn the matter over to the police for a fair and impartial investigation. Any confirmed cases of theft or improper behavior as defined in your Employee Handbook will result in immediate prosecution and dismissal.