

SkillsUSA

2015 Contest Projects

Customer Service

Click the “Print this Section” button above to automatically print the specifications for this contest. Make sure your printer is turned on before pressing the button.

2015 Customer Service Contestants Information Packet

Welcome to the 2015 SkillsUSA Competitions. The following is important information concerning the contest.

1. Time & Location of Competition:

- DATE: Wednesday June 24th, 2015 Time: _____ Location: Freedom Hall A3-A4

2. Arrival at competition room and expectations:

- **Arrival:** You are expected to arrive and check in with the Skills USA representative **30 minutes before** your appointed time. The representative will be outside the competition room. You should in proper Skills USA dress and ready to start. If the contest is ahead of schedule you may be asked to start prior to the appointed time. Any contestant not present when called will miss the competition and no make-up will be given.
- **Materials to Bring:**
- Pen or Pencil.
- The scenario that is included in this packet. If you forget the scenario material no new material will be provided. **You are required to leave the scenario material with the judge before leaving the competition room.**
- Contestants are not allowed to bring food or drink into the competition room.
- **Setting for Demonstration:** When you start the demonstration, you are to assume that it is 8 a.m. and you have just opened the office for business.
- **Competition Room Rules:** Wait outside the competition room until judge escorts you into the room. You will then be given a minute to enter, go to the demonstration area become acquainted with the “set” for the competition. The demonstration will last for 10 minutes during which you will be presented with various customer service activities. After completion of the demonstration, you will be escorted from the room by one of the Courtesy Core members. Please remember that you are being judged from the moment you enter until you leave the competition room.
- **Scenario:** You will be role playing a customer service representative for a company. Please study the enclosed scenario information so that you will be ready to start the demonstration as soon as you enter the room. You are expected to be familiar with the company’s history, policies, procedures, and services before you come to the competition room.
- **Judging Criteria:** The criteria on which you will be judged are the following:
 - Greeting and Introduction
 - Voice (Pitch, Tempo, Volume)
 - Mechanics (Diction, Grammar, Pronunciation)
 - Politeness
 - Appearance, Grooming
 - Personal Department (Poise, Eye Contact, Mannerism)

- Maturity in Answers to Questions
- Enthusiasm
- Personal Salesmanship (Self-Confidence and Persuasiveness)
- Participation

3. Debriefing:

- Thursday, June 25th at 4:00 p.m. in Freedom Hall A4

Doggy Walker

2015 SKillsUSA

National Conference Customer

Customer Service Contest

Doggy Walker

Darlene Howell, Owner

123 Main Street

Louisville, KY 64110

502-989-WALK (9255)

About Us

Doggy Walker has been keeping dogs happy since 1990. Today we still consider “doggy happiness” to be our specialty. Doggy Walker developed as an extension of Critter Sitters, our pet sitting service that was established in 1985. Our first midday client was a lady who was desperate to keep her dog, but her 14 hour work days were making it impossible. We wanted to help, but our pet sitters mostly worked mornings and evenings, and they weren’t too eager to commit to mid-day visits every M-F. We knew we had to help this lady keep her doggy! We finally managed to find a sitter willing to work the afternoon shift, and Doggy Walker division was up and walking! We knew we had to address this need. Soon we had multiple employees who just wanted to walk dogs in the afternoon. In fact, they loved the exercise, hours, and companionship. Some of our original walkers are still with us!

That was 25 years ago, and now we walk lots of dogs. Long commutes and busy Washingtonian-style work schedules often make it difficult for owners to fulfill all of their dogs’ needs during the week. Doggy Walker helps loving, but busy, dog owners keep their dogs happy and their rugs clean.

Doggy Walker would like to thank our wonderful clients who loan us their dogs for 30 minutes each day. You have no idea how many smiles, laughs, and funny stories you have provided us. Your dogs have taught us many things, and they never fail to improve our day. Thanks for making our tails wag!

Our Doggy Walkers

We are very proud of our staff of professional dog walkers. Each of our walkers is an employee of the company (not an independent contractor) and has completed our multi-step application process which includes a criminal background check, drug testing, and credit check. All of our walkers are adults who have one thing in common—a sincere love of dogs! Our employees range in age from their mid-twenties to mid-seventies, and most have professional backgrounds. Our staff is a mix of retirees, stay-at-home moms, students, writers, artists, and the self-employed. Many of our employees have been with us more than 10 years!

Doggy Walker

Benefits of Mid-day Dog Walks

Puppies: (under 1 year): Daily mid-day visits help establish and maintain a housebreaking schedule. Proper housebreaking requires a consistent schedule of bathroom breaks for your puppy. Crate trained puppies need to get out every 3 - 4 hours for proper training and socialization. Your dog walker makes daily visits while you are at work. Not only is your puppy's schedule kept consistent, but he/she will also be socialized with someone other than the owner. Note: We schedule walks for puppies within a one-hour window.

Adult Dogs: Adult dogs need regular exercise to ensure good physical and mental health. Loving owners who work long hours can depend on Doggy Walkers to walk their dogs during the week when their time is the most limited. Crated dogs are particularly in need of a mid-day break. Over crating and under exercising can result in a hyperactive, under-socialized dog that is harder to live with and train. Doggy Walkers often works with clients in weaning dogs from their crate. Note: We schedule walks for healthy adult dogs within a two hour window.

Elderly Dogs: The elderly dog often needs more frequent bathroom breaks than he/she needed as a younger dog. When older dogs have accidents they often become stressed because they have been trained to go outside but just cannot "hold it" anymore. In addition, a frustrated owner may end up confining the older dog. Doggy Walkers can make daily afternoon visits to give the elderly dog his/her much needed bathroom break. This keeps both dog and owner happy! Note: We schedule walks for elderly dogs within a 1 - 2 hour window, depending on your dog's needs.

Visits

On each visit your dog walker will take your dog for a 20 – 30 minute walk (picking up and disposing of any waste), fill water dishes, give food and/or treats (if requested), and provide medications (if necessary). On extreme weather days, walking time with your pet may be reduced and replaced with indoor play time.

Multiple pets within a single household will be walked together (unless instructed differently). Doggy Walkers does not combine walks with other pets in the area. Only pets within the household are walked together.

Your dog walker will leave you a note at the end of each visit letting you know the time of their visit and how your pet's afternoon visit went. Your walker will also indicate if there were any accidents in your home or if anything unusual occurred during their visit. This is a good opportunity to keep track of your pet's routine, as well as confirmation of the time that your pet was let out.

Holidays

Doggy Walkers does not provide service on the following holidays: New Year's Day, Memorial Day, 4th of July, Labor Day, Thanksgiving Day, and Christmas Day. **** Although Doggy Walkers provides service on all other federal holidays, clients will not be charged if they cancel on a federal holiday.**

Doggy Walker

Cancellations

The only way to cancel or change your walk is to call Doggy Walkers office. Requests made via a note or made by calling walkers directly are not honored. This policy ensures that we bill you correctly!

Power Pups:

Because each of our Power Pups clients has a reserved slot on one of our Doggy Walkers limited schedules, daily cancellations do not reduce your bill. However, you may "make up" the missed visit during the same week. "Make up" days are subject to your dog walker's availability. If you need to cancel your daily walk, please call our office at 703-989-WALK (9255) by 10:00 AM to ensure the walker gets the message in time.

Casual Pups:

Clients pay only for the walks they receive as long as they cancel with 24 hour notice.

Billing Cycle

Clients are billed on a 4-week bill cycle. Clients may choose to be invoiced and pay by check or be an "auto pay" client and pay by major credit card. Paying by check requires a credit card on file.

Billing Cycle

2015 Bill Cycles:

Jan 5, 2015 - Feb 1, 2015	Jul 27, 2015 - Aug 23, 2015
Feb 2, 2015 - Mar 1, 2015	Aug 24, 2015 - Sep 27, 2015
Mar 2, 2015 - Mar 29, 2015	Sep 28, 2015 - Oct 25, 2015
Mar 30, 2015 - Apr 26, 2015	Oct 26, 2015 - Nov 22, 2015
Apr 27, 2015 - May 24, 2015	Nov 23, 2015 - Dec 20, 2015
May 25, 2015 - Jun 28, 2015	Dec 21, 2015 - Jan 17, 2016
Jun 29, 2015 - Jul 26, 2015	

Doggy Walker

Power Pups Rate Sheet

Standard Visits 20-30 minutes each	5 walks per week	4 walks per week	3 walks per week	2 walks per week	1 walk per week
1 Doggy	\$14.00 per visit	\$16.00 per visit	\$18.00 per visit	\$20.00 per visit	\$22.00 per visit
Extra Walks	\$12.00	\$14.00	\$16.00	\$18.00	\$20.00
2 Doggies	\$17.00 per visit	\$19.00 per visit	\$21.00 per visit	\$23.00 per visit	\$25.00 per visit
Extra Walks	\$15.00	\$17.00	\$19.00	\$21.00	\$23.00

Mini-Visits 15 minutes each for toy breeds & elderly dogs	5 walks per week	4 walks per week	3 walks per week	2 walks per week	1 walks per week
1 Doggy	\$11.00 per visit	\$13.00 per visit	\$15.00 per visit	\$17.00 per visit	\$19.00 per visit
Extra Walks	\$9.00	\$11.00	\$13.00	\$15.00	\$17.00
2 Doggies	\$14.00 per visit	\$16.00 per visit	\$18.00 per visit	\$20.00 per visit	\$22.00 per visit
Extra Walks	\$15.00	\$17.00	\$19.00	\$21.00	\$23.00

Rates:

The above listed rates are for weekday (M-F) and mid-day dog walks only. Mid-day walks are usually defined as walks between the hours of 11:00 AM and 3:00 PM. Walks outside of these timeframes are normally assessed the Casual Pup Rate. Please feel free to contact our office with any special time requests.

Vacation Allowance

Each client has a two-week vacation allowance per service year. Each client may cancel two weeks of walks per year, in one-week blocks, without charge. In addition, if you travel at the same time as your dog walker, you will not be charged. **Please Note:** Clients may choose to have house checks in lieu of dog walks during any additional travel/vacation periods that occur after the two-week vacation allowance has been used. Must have service for at least three months to use vacation time.

Casual Pups Rates Sheet

# of Doggies	Standard Visits 20-30 min each
1 Dog	\$25.00 per walk
2 Dogs	\$30.00 per walk
3+ Dogs	add \$10.00 per dog

Doggy Walker

FAQ

- How do I add or cancel a doggy walk?

Contact our office by 10:00 AM (24 hours for Casual Pup visits)! This gives us time to get schedule requests to the walkers before they start their routes. (Please note that because the Power Pups rates are flat monthly rates, cancelled visits do not typically reduce your monthly bill.) If you are calling to cancel a walk, we will call to confirm only if you request a confirmation.

- Should I call my walker directly?

No! Bad human! GRRR

Our employees are paid to walk your wonderful dog but are not paid to answer the phone. To respect our employees' privacy and maintain our professionalism, please do not call your walker directly. All calls should go through our office number only. This ensures accurate scheduling, billing, and payroll. We cannot guarantee service that is requested by calling your walker directly.

- What are your office hours?

Our office hours are Monday - Friday from 8:00 AM – 5:00 PM

Our voice mail is always on. Messages are checked and responded to only during office hours. If you get the voice mail during office hours, we are on the phone.

- What is your snow policy?

To ensure the overall safety of our walkers, we reserve the right to cancel walks if the schools are closed in your county due to inclement weather.

If we decide to cancel all walks, your walker will call you at home/work to let you know if they will be walking that day. There will be no charge if we cancel your walk due to inclement weather.

- What if I need to change my weekly schedule?

Call our office to discuss your needs. Hopefully your current dog walker can accommodate your request. If necessary, we will assign a new dog walker.

- Do you offer pet sitting services when I travel?

Critter Sitters handles all pet sitting reservations.

Call 703-998-SITS (7487)

We will often wrap pet sitting visits around existing mid-day schedules. This saves you money on our regular pet sitting rates! Let the Reservationist know you are a Doggy Walkers client—they will email, fax, or mail you the paperwork we will need for your pet sitting file.

Doggy Walker

Customer Information Sheet

Customer Information:	
Name	
Address	
City	
State	
Zip	
Home Phone	
Work Phone	
Cell Phone	
Email	

Doggy Information:						
	Doggy 1			Doggy 2		
Name						
Age						
Breed						
Size	Small	Medium	Large	Small	Medium	Large
Description						

Schedule			
Select Days for Walks			
<input type="checkbox"/>	Monday	<input type="checkbox"/>	Thursday
<input type="checkbox"/>	Tuesday	<input type="checkbox"/>	Friday
<input type="checkbox"/>	Wednesday		
Preferred Time			
PUPPIES:		Adult Dogs:	
<input type="checkbox"/>	10:30am - 11:30am	<input type="checkbox"/>	11:00am - 1:00pm
<input type="checkbox"/>	11:30am - 12:30pm	<input type="checkbox"/>	12:00pm - 2:00pm
<input type="checkbox"/>	12:30pm - 1:30pm	<input type="checkbox"/>	1:00pm - 3:00pm
<input type="checkbox"/>	1:30pm - 2:30pm		
<input type="checkbox"/>	2:30pm - 3:30pm		
Start Date			

Doggy Walker

Question/Issue/Request Form

Date: _____ Time: _____

Client Name: _____ Pet Name(s): _____

Home #: _____ Work #: _____

Cell #: _____ E-Mail Address: _____

Message:

.....

Action Taken:

Doggy Walker

Interoffice Memo

Date: 6/23/15

To: M. Contestant, Customer Service Representative

From: Jennifer/Office Manager

RE: Schedule for today

Lynette is out sick today and the other walkers all have full schedules. I will be in the field covering her route until 4:00pm. Please do your best to answer any questions or resolve issues on your own. If there is something I need to address personal, take message. I will return all phone calls tomorrow.

Have a great day and Thanks!

Jennifer

Doggy Walker Scenario – Phone Call Customer

Name:

Steve & Kristen Smith
1135 Dry River Ct
Louisville, KY 40299
502-352-4279

Your History:

- 1 dog – Indigo (Mutt 40lbs)
- Visits Monday - Friday at 12:00pm
- Walker is Susie

Your script during the contest is to:

1. Call five (5) minutes after the contestant enters contest area.

Hi, my name is Kristen Smith. My neighbor, Mr. Johnson, and I both have the same dog walker and our dogs, Indigo & Sami get along well together, and we were wondering if it would be possible for both of our dogs to be walked at the same time.

- **Policy states pets within a same household can be walked together, but sitters are not to walk two separate households at the same time.**

Would it be ok if we just kept Sami at my house?

- **This is within policy guidelines.**

What would the new rate be?

- **New rate of \$17.00 per visit should be quoted (previous rate was \$14.00).**

Can this start tomorrow?

- **Should not be an issue as long as both dogs are in the house.**

Thanks! Have a great day.

Doggy Walker Scenario – Walk In Customer

Name:

Gerry & Robyn Jackson
7456 Elderberry Ct
Louisville, KY 40299
502-987-4862

Your History:

- 2 dogs – Coco (Yorkie 8 lbs) and Misty (Maltese 10 lbs)
- Visits Monday, Wednesday & Friday at 1:00pm
- Walker is Francis

Your script in this competition is:

1. Enter room seven (7) minutes after the contestant enters contest area.
2. Walk in inquiring about changing your current mid-day schedule from 3 days a week to 5 days a week.
3. Ask what the new cost will be for the increased number of visits.
 - **Rate Reduction for increased number of visits**
4. Also state that you are going to be home with the kids and would like to cancel next two week's visits.
 - **Power Pup vacation policy only allows one-week blocks at a time.**
5. State that your walker is also on vacation during this time.
 - **Power Pup vacation policy will not bill if you take vacation at the same time as your sitter.**

Doggy Walker Scenario –Irate Phone Call Customer

Name:

John & Lynn Shue
3005 Jeffersonton Road
Shepherdsville, KY 40165
502-555-7101

Your History:

- 1 dog – Willow (Black Lab 73 lbs)
- Visits Monday-Friday at 11:30am
- Walker is Lynette

Your script during the contest is to:

1. Call nine (9) minutes after the contestant enters contest area.

Hi, this is Lynn Shue (sound upset and annoyed). I am not happy right now because my alarm company just called stating that the alarm is going off in my house.

I left a note for Lynette, my walker, on Monday asking her not to come out today. She said that it wouldn't be an issue

- **Cancellation policy – all changes in schedule must be done through the Doggy Walker office. Requests made via notes are not honored.**

This has never been an issue in the past. I usually let her know if there are changes in the schedule via a note.

- **Sitter is out sick today and the office was not aware of any changes in the schedule – Cancellation policy stands.**

Well this is the 3rd time the alarm has gone off and the company is now going to charge me a \$100 fine for too many false alarms. I'm not paying this fee, you guys need to pay it since it's your fault it went off.

- **Sitter is out sick today and the office was not aware of any changes in the schedule – Cancellation policy stands.**

I want to speak to the manager.

- **Jennifer is out of the office for the day.**

Please have her call me when she gets back to the office. Thanks.

Doggy Walker - Customer Service Judge

Your job during the contest is to:

1. Observe the contestant during the scenario and judge their performance based on the following criteria.
 - a. Did the contestant greet the customers (both phone customer and irate customer)?
 - b. How was the contestant's voice (pitch, tempo, volume)?
 - c. Did the contest use proper mechanics (diction, grammar, pronunciation)?
 - d. Was the contestant polite to the customers?
 - e. How was the contestant's appearance?
 - f. How was the contestant's demeanor (poise, eye contact, mannerism)?
 - g. Did the contestant answer the question with maturity?
 - h. Was the contestant enthusiastic?
 - i. Did the contestant have personal salesmanship (confidant and persuasiveness)?
 - j. Did the contestant actively participate?

Greeter Instructions

Contestant Arrives:

- Inform contestant when they walk in the room, they will have 5 minutes to prepare before the contest begins.
- Remind them they should state their number and never their name
- Cell phones are not allowed, you will hold them at your desk for them until they finish the contest.

Contestant Leaves:

- Give contestant their phone, if you were holding one for them
- Collect their packet, notes & any scrap paper related to this contest scenario (anything contest related must be returned)
 - They can keep binders, pens and/or personal items, but nothing contest related
- Remind contestant to return at 5:00pm to room A-3 (Contest Check-in area).
 - We will be announcing top 10 Secondary finalists and will provide them with their day 2 competition material

2015 Customer Service Contestants Information Packet

Welcome to the 2015 SkillsUSA Competitions. The following is important information concerning the contest.

1. Time & Location of Competition:

- DATE: Thursday June 25th, 2015 Time: _____ Location: Freedom Hall A4

2. Arrival at competition room and expectations:

- **Arrival:** You are expected to arrive and check in with the Skills USA representative **30 minutes before** your appointed time. The representative will be outside the competition room. You should in proper Skills USA dress and ready to start. If the contest is ahead of schedule you may be asked to start prior to the appointed time. Any contestant not present when called will miss the competition and no make-up will be given.
- **Materials to Bring:**
- Pen or Pencil.
- The scenario that is included in this packet. If you forget the scenario material no new material will be provided. **You are required to leave the scenario material with the judge before leaving the competition room.**
- Contestants are not allowed to bring food or drink into the competition room.
- **Setting for Demonstration:** When you start the demonstration, you are to assume that it is 8 a.m. and you have just opened the office for business.
- **Competition Room Rules:** Wait outside the competition room until judge escorts you into the room. You will then be given a minute to enter, go to the demonstration area become acquainted with the “set” for the competition. The demonstration will last for 10 minutes during which you will be presented with various customer service activities. After completion of the demonstration, you will be escorted from the room by one of the Courtesy Core members. Please remember that you are being judged from the moment you enter until you leave the competition room.
- **Scenario:** You will be role playing a customer service representative for a company. Please study the enclosed scenario information so that you will be ready to start the demonstration as soon as you enter the room. You are expected to be familiar with the company’s history, policies, procedures, and services before you come to the competition room.
- **Judging Criteria:** The criteria on which you will be judged are the following:
 - Greeting and Introduction
 - Voice (Pitch, Tempo, Volume)
 - Mechanics (Diction, Grammar, Pronunciation)
 - Politeness
 - Appearance, Grooming
 - Personal Department (Poise, Eye Contact, Mannerism)

- Maturity in Answers to Questions
- Enthusiasm
- Personal Salesmanship (Self-Confidence and Persuasiveness)
- Participation

3. Debriefing:

- Thursday, June 25th at 4:00 p.m. in Freedom Hall A4

Busy Bee Cleaning Service

2015 SkillsUSA

National Conference Customer

Customer Service Contest

Busy Bee Cleaning Service

Stacy Bee, Owner

5200 Ashby Lane

Louisville, KY 64110

502-busybee (502-287-9833)

About Us

Busy Bee Cleaning Service is a residential housecleaning business started in 1996 by Stacy Bee. All business is within the metropolitan Louisville area. This would include the following cities: Louisville, Clarksville, Jeffersonville, St. Matthews, Jeffersontown, Shively, Shepherdsville, Prospect, and Brooks. Busy Bee provides basic and special housecleaning services at varying rates depending on the size of the home and the type of cleaning services needed. The company caters to both scheduled housecleaning (weekly, bi-weekly, or monthly) as well as "special" one-time housecleaning jobs.

Our Team

The business is licensed and has 15 employees, the owner/manager Stacy, the accountant Jill King, the customer service representative M. Contestant, and 12 domestic cleaning employees.

Only employees of the company are permitted within a customer's home at any time. All employees are bonded and insured and are subject to random drug tests, background screening, and credit checks.

Schedules

- The office is open M-F from 8:00 AM – 5:00 PM.
- Cleaning services are provided M-F from 8:00 AM – 5:00 PM.
 - All employees take a one-hour lunch break between morning and afternoon jobs.
- On special occasions appointments are made on Saturday but there is an extra charge.
- No business is conducted on Sundays.
- All basic cleaning jobs are scheduled for 3 hours.
- Special cleaning items take an additional 30 minutes each.

Cancellations

Anyone canceling service without 24 hours' notice is billed a cancellation fee of \$15.00. The customer is informed of this charge both at time of settling up scheduled services and when making an appointment for special cleanings. If the customer calls to cancel within 24 hours of appointment, the customer is once again informed of the cancellation fee and the bill is sent out immediately.

Holidays

Busy Bee does not provide service on the following holidays: New Year's Day, Memorial Day, 4th of July, Labor Day, Thanksgiving Day, Black Friday, Christmas Eve, and Christmas Day.

Busy Bee Cleaning Service

New Customers

New customers are given "estimated" quotes for services on the Price Lists. If the lead employee in charge of the client's service believes the price needs to be adjusted for reasons such as the house has more rooms than client estimated or the client has extremely messy pets, the first cleaning will be based on the original quote and a new quote will be given to the client prior to the second job. The client can decide to continue or cancel at that time. A customer information sheet is completed and kept on file for each new customer. The information is updated as needed.

Billing

Only cash or checks are accepted as payment. All special housecleaning jobs are expected on date of service. However, scheduled jobs are billed on the day of service (a bill is left at the home) and payment is expected within 5 days of the day of service. Customers not making payments by the fifth day after the date of service are charged a \$5.00 late fee. If the payment is not received within 10 days of the day of service, the customer is sent a letter requesting payment plus \$10.00 late fee and no further service is provided until the bill is paid. If a customer's check is returned for insufficient funds (a bad check) the customer is charge a \$10.00 NSF fee. New customers and customers that have been more than 10 days late with payment or who have written a bad check are required to make payment on the day of service for the following three cleaning to demonstrate willingness to pay within a timely manner.

Busy Bee Cleaning Service

Rates Sheet

Basic Cleaning

Rooms	Charges
Up to 8 rooms	\$125.00
9-11 rooms	\$150.00
12-16 rooms	\$175.00
Greater than 17 room	\$200.00

Special Cleaning

Task	Charges
Clean window inside only	\$1.50 per window
Clean inside of oven	\$5.00
Dust mini blinds	\$2.00 per blind
Vacuum furniture	\$3.00 per piece
Wash hardwood floor	\$50.00 per room (room size 250 square feet)
Saturday Charges	\$30.00 for 8 or less rooms \$50.00 for 9-16 rooms \$70.00 for more than 16 rooms

Discounts

Description	Discount
Bi-Weekly Service	\$25.00 discount per visit
Weekly Service	\$50.00 discount per visit
Referrals	\$25.00 discount per referral

Busy Bee Cleaning Service

The following is included in a basic cleaning

Bathroom:
General dusting
Bathtub and shower tiles cleaned
Shower door cleaned
Vanity and sink cleaned
Mirrors and fixtures cleaned
Floors wiped and disinfected
Toilets cleaned and disinfected
Cobwebs removed

Kitchen:
General dusting
Clean outside of range hood
Clean top and front of range
Clean sink
Clean front of other appliances
Floors vacuumed and mopped
Cobwebs removed
Wipe out microwave

Other Rooms:
Furniture dusted
Stairs vacuumed
Empty closet floors vacuumed
Wood Floors vacuumed and dust mopped
Cobwebs removed
Picture frames dusted
Lampshades dusted
Mini blinds dusted
Heavy knick-knack areas are feather dusted

Busy Bee Cleaning Service

Customer Information Sheet

Name:					
Address:					
City State:					
Zip code:					
Home phone:					
Work phone:					
Cell phone:					
Requested Service Date:					
Type of home:	<input type="checkbox"/>	Apartment	<input type="checkbox"/>	House	
Number of rooms to be cleaned including bathrooms:	<input type="checkbox"/>	8 or less rooms	<input type="checkbox"/>	9-11 rooms	
	<input type="checkbox"/>	12-16 rooms	<input type="checkbox"/>	Greater than 17 rooms	
Pets: type and number:					
Type of service:	<input type="checkbox"/>	Weekly	<input type="checkbox"/>	Bi-weekly	<input type="checkbox"/> Monthly
Special needs, concerns, wishes:					

Busy Bee Cleaning Service

New Customer Quote

Name: _____

Address: _____

Description of Service:

Task			Total Charges
Scheduled Basic Cleaning Charges:			
Special Cleaning Charges:			
Task	Charges	Quantity	Total Charges
Clean window inside only	\$1.50 per window		
Clean inside of oven	\$5.00		
Dust mini blinds	\$2.00 per blind		
Vacuum furniture	\$3.00 per piece		
Wax hardwood floor	\$50.00 per area (area size= 250 square feet)		
Subtotal			
Discounts			
Total			

Payment is due within 5 days of the date of service. Please make check out Busy Bee Cleaning Services.

Busy Bee Cleaning Service

Question/Issue/Request Form

Date: _____ Time: _____

Client Name: _____ Pet Name(s): _____

Home #: _____ Work #: _____

Cell #: _____ E-Mail Address: _____

Message:

.....

Action Taken:

Busy Bee Cleaning Service

Interoffice Memo

Date: 6/24/15

To: M. Contestant, Customer Service Representative

From: Stacy Bee, Owner/Manager

RE: Schedule for today

I will be out of the office all day and will be unreachable by phone or page. Please do your best to answer any question or resolve issues on your own. If there is something I need to address personal, take message. I will return all phone calls tomorrow.

Have a great day and Thanks!

Stacey

Busy Bee Cleaning Service Scenario-Irate Phone Call Customer

Name:

Paul & Janet Elm
11139 Eagle Court
Louisville, KY 40161
502-213-5630

Your Home:

- 3 bedrooms, 3.5 baths, living room, dining room, family room, and kitchen.

Your job during the contest is to:

1. Call five (5) minutes after the contestant enters contest area.

Hi, this is Janet Elm (sound upset), I want to speak to the owner.

- **Stacy Bee, the owner, is out of the office for the day.**

I just came home and my front door was left unlocked and the security alarm was not reset.

- **Contestant should offer some kind of empathy statement.**

I don't know if anything was taken, but things don't look right, things seem out of place.

- **Contestant should refer you to call the authorities.**

I am going to call the police and file a report and I will be holding the company liable for anything that is missing. I don't ever want your cleaning service to enter my home again. I will be coming up there to pick up my keys and I want assurance the owner will be available.

- **Stacy Bee, the owner, is out of the office for the day.**

I expect to hear back from the owner letting me know when they will be there so I can get my keys!

Busy Bee Cleaning Services Scenario – Walk-In Customer

Name:

Danny & Doreen Jones
5302 Donnie Wood Ct
Louisville, KY 40299
502-775-1234

Your Home:

- 3 bedrooms, 2.5 baths, living room, dining room, family room, den, kitchen and a finished basement recreation room
- 2 dogs and 1 cat

Your job in this competition is:

1. Enter room seven (7) minutes after the contestant enters contest area.
2. Walk in inquiring about new service.
 - **This should be considered a 12-room house since the half bath is considered a full room.**
3. Request Saturday service, before 7:00 AM.
 - **There is an extra fee for Saturday cleaning.**
 - **Cleaning time start at 8:00 AM.**
4. You are on a very tight budget, so you change your mind to have a weekday visit as early as possible.
5. Ask if there is a discount for frequency.
 - **There is a \$25.00 discount for bi-weekly visits or \$50.00 discount for weekly visits (per-visit discount).**
6. Indicate that you are concerned about your pets getting out. Make sure the cleaners close the outside door quickly so no animals get out.
 - **This should be included in the special instruction section of the customer information form.**

Busy Bee Cleaning Service Scenario-Irate Phone Call Customer

Name:

Carla and Tim Bowe
3005 E Blue Lick Rd
Shepherdsville, KY 40165
502-543-7101

Your Home:

- 4 bedrooms, 3 baths, living room, dining room, family room, kitchen and a finished basement which includes an office, theater room and game room.

Your job during the contest is to:

2. Call nine (9) minutes after the contestant enters contest area.

Hi, this is Carla Bowe (sound upset). I am not happy right now because I came home for lunch and my cleaner has her child with her who was eating and drinking on my couch watching TV.

- **Contestant should provide empathy statement**
- **Policy is no one other than employees of the service are permitted in a customer's home.**

I told her to leave and not to expect payment. Her child spilt something on my couch and it is now stained. I am not paying for her child to mess up my couch. I want my couch replaced.

- **Contestant should attempt to de-escalate the customer and provide a solution to issue like offering to have the couch cleaned vs. replacing it.**
- **Contestant should agree no cost for today's visit.**

And I want a new cleaner; I don't want to take the chance that this cleaner will bring her child into my home with her again.

- **Contestant should agree and will work to find a new cleaner.**

Busy Bee Cleaning Service- Customer Service Judge

Your job during the contest is to:

1. Observe the contestant during the scenario and judge their performance based on the following criteria.
 - a. Did the contestant greet the customers (both phone customer and irate customer)?
 - b. How was the contestant's voice (pitch, tempo, volume)?
 - c. Did the contest use proper mechanics (diction, grammar, pronunciation)?
 - d. Was the contestant polite to the customers?
 - e. How was the contestant's appearance?
 - f. How was the contestant's demeanor (poise, eye contact, mannerism)?
 - g. Did the contestant answer the question with maturity?
 - h. Was the contestant enthusiastic?
 - i. Did the contestant have personal salesmanship (confidant and persuasiveness)?
 - j. Did the contestant actively participate?