

CONTACT WITH CUSTOMERS - INTRODUCTION

Due to the nature of your work activities and location, customer contact will be a regular occurrence.

- Always Smile.
- Always consider the vulnerable customers (elderly, infants and infirm)
- Let people know what you are doing if they ask.
- Refer to people as Sir or Madam and be polite.
- Maintain eye contact for 3-4 seconds.
- Maintain a positive posture where possible.
- Handshakes may not always be appreciated.
- Remove dirty boots or use shoe covers before entering a customer's property.

If a customer is getting agitated and aggressive:

- Let the customer do the talking.
- Do not take their complaint personally.
- Do not get drawn into an argument.
- Politely withdraw.
- Avoid letting the aggressor get between you and your escape route.
- Contact your line manager
- Ensure your location is known if you are lone working.



If you can deal with the issue, take positive action and if possible keep the customer informed. Explain what is happening, how long things will take and **NEVER** lie or make promises you can't keep.

- Ensure you are wearing your uniform and your identity card is on display at all times.
- Ensure that your appearance is clean and smart.
- Where available and appropriate have the name of the customer and use it.
- Check for any special access instruction or passwords on your works instruction.
- Take care where you park. Do not block any other cars, garages or driveways.
- Do not walk over the garden, use the footpath or driveway.
- Use caution if there are signs of a dog.
- If there is a gate use it properly.
- Be aware that the customer or a neighbour may be looking out of the window and never look through windows.
- Ensure you have a sufficient stock of any information cards you are required to leave with the customer.

If you do not feel it is safe to start or continue your work activities, then withdraw!

**YOU MUST ENSURE YOU ARE WEARING YOUR UNIFORM
AND NEVER PUT YOURSELF AT RISK OF HARM**

WORKING WITH CUSTOMERS - PROPERTIES (1)

We are often required to enter a customer's property to carry out our work and therefore need to ensure our attitude and behaviour whilst doing so is professional and appropriate. To achieve this follow the steps below, before, during and after each and every call.

Before the visit:

Before entering a customer's home, ensure your location is known if you are lone working. Make an initial assessment of any risks which might cause harm to you and / or the customer and **NEVER**:

- Enter a customer's home unless invited to do so by a responsible adult or the home owner.
- Enter a customer's home if the customer or another person in the consumer's home is acting in an aggressive or threatening manner.
- Enter a customer's home if there is an aggressive animal on the premises which is not effectively restrained.
- Enter a customer's home if there is any other reason to believe that it would not be safe or prudent to do so or if it would cause you personal distress (for example, if the customer is inappropriately dressed or acting inappropriately under the influence of intoxicating drink or drugs).

In any of the above situations explain that you are unable to proceed with your visit, leave the customer's home and record details of the reason on your work instruction. If you believe the situation was particularly difficult or threatening, contact your line manager and inform the incident line.

During the Visit:

- Use the doorbell or door knocker appropriately and wait for a reply.
- Introduce yourself, show your identity card and inform the customer where you are from and what you are there to do.
- Remember to use the password, if provided.
- Ensure you use overshoes.
- Ask the customer to lead the way, and close the door behind you.
- If access to the area in which you need to work is blocked, politely ask the customer to clear the blockage.
- Be careful with the customers property at all times.
- Do not allow the customer or another responsible adult to leave you alone in the house with a child or children.
- Always maintain a respectful physical distance between you and the customer or any child or other person present in the customer's home.
- Do not use language or body language which could be construed as intimidating, offensive, discriminatory, sexually suggestive or unduly personal.
- Always ask for permission before entering a room and only enter bedrooms if it is necessary for your work.
- Always try to leave open the doors to the rooms in which you are working unless it is necessary to close them for health and safety reasons.
- Leave an appropriate card if you are unable to gain access to carry out the work, inform the customer and note the reason on your works instruction.



At the end of the Visit:

- Inform the customer that you have completed your work and provide any required information cards or leaflets.
- Let the customer lead you out.
- Thank the customer for their time and say goodbye.
- Always leave on a positive note.
- Close the door behind you unless otherwise instructed.
- Use the path or driveway; do not walk on the grass.
- If there's a gate, close it on your way out.

Difficult Situations

Whilst working in customers' properties, you may come across difficult situations such as:

- Angry behaviour
- Violent behaviour
- Inappropriate behaviour
- Any form of discriminatory abuse
- Lone minors
- Talkative customers
- Panicked or scared customers
- Vulnerable customers

The Angry Customer: A customer may become angry or annoyed with you for disturbing them, or for arriving without an appointment. Always use the following tips:

- Keep a safe distance between you and the customer.
- Listen to them first – let them vent their anger. Do not interrupt them.
- Do not raise your voice or respond aggressively.
- Reassure them, and explain why you are there.

If the customer refuses you access, make note of this on your works instruction, leave the property and advise the incident line and your line manager.

The Violent Customer

If a customer threatens you with violence, it is important to keep yourself safe and walk away. When in a safe environment:

- Inform the incident line.
- Report to your line manager.
- Inform the police if appropriate.
- Record details on your works instruction.

You must never jeopardise your personal safety.

Vulnerable Customers

Remember the following:

- Show your identity card and where appropriate tell them they can telephone the number on the card to verify you are a genuine representative of Morrison Telecom Services.
- Use the password if available.
- Reassure them, and explain the purpose of your visit using a clear, calm voice.

Every customer has the right of access to our services and we need to ensure that we provide the level of assistance that is required. Please be aware that some customers may have language barriers, a physical disability, a hearing, speech or sight impairment, or learning difficulties. Where possible you should adapt your approach to suit their needs.



Inappropriate Behaviour

When visiting a customers property you may experience the following:

- Physical contact.
- Verbal abuse.
- Sexual advances.
- Intimidation.
- Harassment.
- Discrimination.

If you experience any of the above do not enter a customers property.

If a customer is using abusive / discriminatory language which is offensive, you should politely point out that you find the language offensive and discriminating and ask the customer not to use it. You should not do this however if you feel that the customer may thereby be provoked into more violent or abusive action.

If you feel unable to continue with your work due to inappropriate behaviour, then you should withdraw, take careful note of the details of the incident and report it to the incident line and your line manager.

Lone Minors

If any person who answers the door appears under the age of eighteen, do not proceed to enter the property. Only enter the premises when invited in by the home owner or a responsible adult.

Talkative Customers

You may come across customers who would like to offer you a cup of tea and a biscuit and sit down and have a chat.

Use the following tips:

- Listen politely until the customer pauses for breath, then interrupt with a closed question such as “can you direct me to the point of work,” or “right, I’m nearly finished now”.
- Continue to carry out your work whilst the customer is talking and politely explain that you need to complete your job.
- If they offer you a drink, explain you have to get on and do your work, but thank them for their hospitality.
- When you have finished your work, inform the customer that you have completed the work, and politely leave.



**TREAT CUSTOMERS AS YOU WOULD WISH TO BE TREATED
PUT YOURSELF IN THE CUSTOMER SHOES**

REMEMBER YOU ARE REPRESENTING TELECOM DIVISION