



Connecting the Dots Code of Conduct

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**Technician Signature**

**Vendor Signature**

**CTD Signature**

## **Entering customer's location (house, flat, office, etc.)**

### **Behavior process to be followed**

1. Ring the doorbell. Wait for door to be opened.
2. If door is not opened for 5 minutes, ring again.
3. On door being opened, greet and identify yourself.
4. Show your identity badge/card.
5. Wait till you are asked to enter.
6. Ask where footwear should be removed – inside or outside of the door.
7. Ask where you can place your tool bag.
8. Repeat the problem / service customer has asked for – confirm that there is proper understanding.
9. Ask details of the service customer wants.

### **Examples of conversation**

Good-day Sir/Madam.

I am ABC from XYZ company. This is my identity proof. May I come in?

Please tell me where I can remove my footwear?

Where can I keep my bag?

I understand that you require plumber service. Can you please tell me the details of your problem?

Okay, can you show me the problem area so I can begin work?

## During the service/job

### Behavior process to be followed

1. Behave politely all the time you are at customer's location.
2. Do not talk back in a loud voice.
3. Say "please" when asking for anything like a stool, ladder, cloth to wipe things, or anything else you may require.
4. Say "thank you" after customer has handed you the required item.
5. Politely answer questions that customer may ask regarding the problem /service.
6. Give details of the service / repair you are providing, if the customer asks.
7. After finishing the job, ask where you can wash your hands / clean up.
8. Do not use the customer's hand napkin / towel. Use your own handkerchief / napkin.

### Examples of conversation

"So, the problem as I can see it is... (a leaking tap, water not getting drained out, faulty wiring, etc.)"

"Here's what I am going to do..."

"Can I please have a stool or ladder? I will need it for..."

"Can you give me a piece of used cloth? I need to clean this..."

"Thank you!"

"I have finished my work. Where can I wash my hands?"

## Exiting customer's location

### Behavior

1. Explain what you have done quickly.
2. Politely answer any questions customer may have.
3. Customer may ask for guarantee of service provided – answer as below.
4. While leaving, use the dialogue below.

### Conversation

“Here’s what I have done...Let me explain it quickly for you...”

“Sir/Madam, it’s right that you ask for guarantee. But all these small parts do not come with a guarantee OR The guarantee for these parts is xxx months / years. I have provided the best service possible and you should not face any further problem.”

“Please check the issue. If you face any problem, please contact us again. We will be back to serve you at the earliest. Thank you and have a good day.”

Connecting the dots...



## **Personal appearance during customer calls**

### **Dress**

- No casual clothes allowed – you must wear decent clothes during all customer calls.
- Uniform should be clean, washed and ironed neatly.
- Footwear should include shoes and socks – no floaters, slippers.
- Shoes and socks should be clean and must not smell.

### **Personal hygiene**

- Hair and nails should be trimmed and clean.
- Smoking / chewing tobacco, gutkha or paan before entering the customer's location or at the location is strictly not allowed. If customer complains of such occurrence, strict action will be taken.

### **Accessories**

- Tool bag should not be torn or untidy.
- Do not leave your personal belongings like mobile, keys, etc. lying around in the customer's location. Keep all your belongings together near or inside your tool bag.
- Carry your own pen for customer's signature.
- Wear the given gloves during your service work.
- Carry your own handkerchief / napkin to wipe hands clean after service.

**Technician Signature**

**Vendor Signature**

**CTD Signature**



## **Behavior & etiquette during customer calls**

### **Speech**

- Always speak to the customer politely and in a soft and low voice – on the phone (before entry) and all through the service call – from entry to exit.
- Remember to use words like “please” and “thank you.”
- Greet the customer the time of the day – “Good morning”, “Good afternoon”, “Namastey”.
- Never speak in a loud or argumentative voice – even if the customer is behaving badly with you.
- Maintain a cool and calm composure – even if customer is rude.
- Rudeness with customer will not be tolerated at all. If customer complains that technician was rude or impolite, strict action will be taken.

### **Behavior with women customers**

- Take extra care to be polite and well-behaved with women customers.
- Address them respectfully as “Madam” at all times.
- If lady customer is alone at home during the service call, ask for the front door open to be kept open.
- Maintain a physical distance while speaking with the woman customer.
- Maintain the same polite and professional behavior even if the lady customer behaves in any different manner – rude, extra-friendly, etc.

### **Argumentative or difficult customers**

- Even if customers are rude or insist on arguing on ANY matter, the technician (you) will not argue back.
- Even if the situation goes out of control, or the customer uses very foul language, you will absolutely not:
  - Raise your voice at the customer
  - Use foul language of any kind
  - Use threatening language or make threatening gesture
  - Retaliate verbally or physically
- Foul language, verbal or physical threats or assault will not be tolerated at all. Strict action will be taken if customer complains of the same.
- No matter what the situation, you will maintain a cool and calm composure and use polite language.
- If situation is beyond your control, you will do either of the following:
  - Call the supervisor from the customer’s location
  - Pick up your tool bag, leave the customer’s location and call the supervisor to report the matter

**Technician Signature**

**Vendor Signature**

**CTD Signature**



### Regarding customer's location

- All society / building rules regarding entry and exit procedures, building security, usage of service lift, etc. must be followed strictly.
- Do not litter the customer's society common areas or private location.
- Do not spit at customer's location or in customer's society.
- Damage or theft of customer's personal belongings will not be tolerated at all and strict action will be taken if any evidence of the same is found and technician will only be responsible for the act performed by him.
- Damage of customer's building / society premises or common goods will also not be tolerated and strict action will be taken if any evidence of the same is found.
- All necessary and standard precaution regarding safety and security of premises, persons and own self will be followed carefully.
- Behavior/Act performed by the service technician in the customer premises is the whole responsibility of the technician.

Connecting the dots...

**Technician Signature**

**Vendor Signature**

**CTD Signature**



## Technician sign-off

I have carefully read and understood the above CTD Code of Conduct.  
I agree to abide by this Code of Conduct at all times during my employment with CTD.  
If I am found guilty of any misconduct that does not adhere to this Code of Conduct,  
'Vendor/Connecting the dots' can take the necessary punitive action.  
Whole responsibility of the entire behavior and the conduct at the job site is belongs to technician.

Signed:  
Name:  
Place:  
Date:

## Vendor sign-off

I have carefully read and understood the above CTD Code of Conduct.  
I agree to ensure that my technicians will abide by this Code of Conduct at all times during my association with **Connecting the dots**.  
If I am found guilty of any misconduct that does not adhere to this Code of Conduct,  
'Connecting the dots' can take the necessary punitive action.

Signed:  
Name:  
Place:  
Date:

Technician Signature

Vendor Signature

CTD Signature