



CANCELLATION REQUESTS

Your Role



1 Empathize

We should always show empathy and be human with the customer.
Help them feel seen and heard in their situation.

Still Seeing Pests



“I understand why you are looking to make these changes. I would feel the same way if I was paying for something that I didn’t feel was working. I’m sorry if you haven’t seen results from our services yet and will do everything I can on this call to make it right for you!”

Price Concerns



“I appreciate you for sharing your price concerns with me. It seems like everything just keeps getting more and more expensive these days! The last thing we want is to be a financial burden on you.”

Scheduling Issues



“I can totally see why you want to make these changes. Sounds like you are just wanting to get your house taken care of, and I’m sorry if there have been conflicts that have got in the way of that.”

Pro/Employee Experience



“Thank you for reaching out and sharing what happened. I’m documenting everything to ensure the right people are in the loop so we can look into this further. I’m so sorry for the experience you had, and I completely understand you wanting to explore other options moving forward.



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Diagnostic Questions

Asking the right questions can help us better understand how we can help the customer. Ask at least two questions.

Still Seeing Pests



- What pests are you still seeing?
- How long have you been seeing them?
- Have you heard of or been able to utilize our free reservices that are part of your plan?

Price Concerns



- "Are there aspects of our treatment that could be improved so you feel it's the best investment for you?"
- Are you exploring other service options or just looking for ways to manage your monthly expenses more effectively?

Scheduling Issues



- What were your expectations on when we would be there?
- What days' work the best for you for us to service your home?
- Is this the first time (blank) has happened with your scheduling?

Pro/Employee Experience



- "Can you explain what happened?"
- "Was this on your last visit/phone call?"



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3 Offer Solutions

Here are some tools/solutions you can offer. Always explain WHY this will help the customer, and WHY it is the best option to help build value!

Reservices



“If you are still seeing issues outside of your regular treatments, I would love to have someone come out to inspect, and spot treat those trouble areas. This is completely free as part of your subscription!”

VIP Services



“I want to make sure we do everything to resolve this issue for you. Let me get you scheduled for a VIP service. I’ll get one of our lead service professionals to come out to your home, inspect those problem areas, and do a free, in-depth treatment for you!”

Red/Yellow Note



“I want to make sure that our services meet your needs. I can put a high priority note on your account, so all future appointments are scheduled on (day/time preference, etc.)/ services to meet your preferences.”

Push Out Appointment



“I want to make sure you still are treated so your home is protected. If it makes it easier, I could push out the appointment to a day that works better for you!” yes

Add a Coupon



“The (Winter, summer, spring, fall) treatment is so important for your pest management! I’d be willing to give a discount off your next bill to make sure you can keep that barrier we’ve created for you over the past __ months to make things easier for you!”