

Staff SOP – Quick Sheet

Sales

- Greet politely
- Confirm contact
- Send estimate
- Invoice after approval
- Set due date for credit
- Request review if happy

Service

- Fill job sheet fully
- Stick device barcode
- OTP required for delivery
- Update status every stage
- Ask feedback after 3 days

Reception

- Log every inquiry
- Follow-up on missed cases
- Soft tone always
- Escalate negative feedback