

10 Etiquette Tips for Service Appointments



- 01

Do not immediately pull into the driveway

 - Park on the street and ask permission to park in the driveway
 - Always ask if they would like to pull their car out before you block them in
- 02

Get out of your vehicle immediately upon arrival
- 03

Never cut across the client's yard

 - Remember to keep your equipment off of the client's plants
- 04

Ring the doorbell once and step back from the door

 - This is done to respect your client's space
 - Stand sideways to not appear intimidating
- 05

Smile and look the customer in the eye
- 06

Introduce yourself

 - Hand the customer your business card and brochure
- 07

Put on shoe covers before you step inside your client's home
- 08

Ask the customer for a "tour" of the area in need of service

 - Ask the customer to identify their main concern that requires service
- 09

Take precaution when setting up equipment both inside and outside of the property
- 10

Work efficiently but do not rush to complete the job

 - Take your time to do the job right.