

TBT on Customer Service During PPM



- Always greet the customers with a smile on your face.



- Say Good Morning / Good Afternoon or Good Evening according to the time.

Good Morning

- Mention and say that we have come to carry out PPM / Maintenance works for all the AC / Electrical & Plumbing Systems in your apartment.
- On completion of works make sure to greet the customer and say Goodbye.

Goodbye

- Make sure you have all PPE and proper tools in place to carry out the works properly. (PPE's include Rubber Gloves, Face Mask, Safety Shoes, Shoe Covers)



Important notes:

- Make sure of all before & after pictures of the ppm are being recorded in the tab.
- Ppm job task needs to be closed immediately after the job is completed in the system.
- After the completion of all the ppm works. Please make sure to take the customers signature.
- Make sure a list of defects is being taken & shared with the coordinator & supervisor so a quote can be sent to the customer for rectification.