



Engaging correctly *with the client*

How to engage in effective dialogue with your client? What should you do if a customer makes unreasonable or unsafe requests? How to establish appropriate agreements in such cases?

New Clients

Always go through the tasks together!



Review the rooms of the house together and discuss what you will and will not do:

- Ask to **tidy up** before your arrival.
- Explain that heavy furniture should **not be moved by one person alone**.
- Discuss what is on the **weekly schedule** and what will be done 'occasionally.' Don't forget to make a note of it.
- Request that **pets be kept away** from the rooms where you are cleaning.



Go over the materials to be used together:

- Ask which **products you can use** from the client on **delicate surfaces** such as parquet, marble, etc.
- **Inspect the step ladder or stool**. Agree to use it only if it is in good condition and that you should **not work too high** on a ladder or stool.
- **Request to provide extension cords** if there are not enough outlets for the vacuum cleaner.
- **Avoid having to move the vacuum cleaner frequently on stairs**.
- Ask the client to provide **suitable gloves**.
- Ask the client to **purchase any missing materials** for the next time."

Active Client

When dealing with an active client, there are often existing agreements and established routines. However, certain practices may be unreasonable or unsafe. It is important to address these issues with the client.



How to communicate effectively?

If the client requests unreasonable or unsafe tasks, use these 3 steps to communicate:

1. Summarize/Repeat the client's request:

"You are asking me to..."

2. Politely say: "No."

"I'm afraid I cannot fulfil your request."

It is crucial to clearly state the word "No"

3. Explain why you are refusing:

"The reason I cannot fulfil your request, is..."

Remember throughout:

- **Always maintain a polite language.**
Do not respond to challenging or offensive language.
- **Stick to your position.**
 - E.g., "Mrs. X, it is impossible to clean this space every week within the requested hours."
 - E.g., "Sr. X, it is impossible to move the sofa/bed alone."
- **Seek a possible solution or compromise.**
 - E.g., "Let's agree that I clean this space every 2 weeks instead of weekly."
 - E.g., "Let's agree that we move the sofa/bed together" or "Let's agree that you move the sofa/bed before I start working so I can clean behind it."

If your approach is unsuccessful, buy some time.

Suggest discussing it with your consultant at the JobCenter. If the clients agrees, you have a few days to find a compromise. Allow your consultant to contact the client if needed to find a solution.

Any more questions?

Contact us by sending an email to safety@daoust.be or by calling **02/513.14.14**.