

Simple Steps You Can Take to Help Ensure a Job Well Done

Every relationship is a two-way street. And service relationships are no different. While it's a company's job to provide good customer service, it also makes sense for customers to do their part by following some simple, common sense "Golden Rules." Whether you need your garbage disposal fixed, your shrub borders mulched, or your bathroom remodeled, here's how you can help ensure the job's done right.

• If possible, clear the work area of clutter and furnishings in advance.

• Secure your valuables if the job will take more than a day or if the service technician will be left alone in your home.

• As much as possible, stay out of the way while the service technician works. Secure children and pets (for their own safety as well as to prevent delays that could end up costing you extra).

• If you're frustrated about having to make repairs, don't take it out on the service technician. Clearly and courteously communicate your needs.

• Be respectful to workers; they are only doing what they've been instructed to do. If you have a problem, speak to a manager regarding the issue.

• Trust the professional's expertise; don't "second guess" him or her.

• If you have a problem with the completed work, call the company and give them a chance to make things right.

• Pay willingly and on time for a job well done.