

Location: _____ Instructor: _____ Date/Time: _____

TOPIC C438: COURTESY & PROFESSIONALISM

Introduction: Customer or public satisfaction that ensures good relations is a large part of most businesses and the construction industry is no different. It's the responsibility of not only supervisors, but also all employees on the job-site, to maintain good relations and behave in a professional, courteous manner. Let's review the guidelines for maintaining a professional level of respect and courtesy on the job:

Always respect other people's property:

- When working in or on a customer's home or property, treat their property with the same respect you would want toward your own home
- Don't track mud or debris into someone's home. Provide wipe-off mats at all entrances to prevent contaminants from being tracked onto carpets and floors.
- Clean-up your work areas and the job-site at the end of the day, or more often, if the public or customer needs access to, or through, your work area. A clean work-site is also safer

Regardless of the level of quality of the work you perform, if you leave a job dirty or cluttered, or other property or items damaged, the customer will probably doubt the professionalism of your work and express this opinion to your supervisor or other potential customers. This could possibly harm your professional standing and decrease your income potential.

- Watch your language! Profanity or crude language is offensive to many people and shows a lack of respect and professionalism at any time
- Take extra care, or time if needed, to prevent breakage of, or damage to, other people's property. You never know how much value someone else may place on what seems to you an insignificant item yet it is simple courtesy and good business to treat another person's possessions with care
- Don't litter the jobsite or another person's property.
- Perform your work in a businesslike manner. Don't horseplay, goof off, or loaf on the jobsite

If addressed by the customer or a member of the public reply courteously and be as helpful as possible. Such contacts are likely to be remembered, for good or bad. If the customer's request or question seems ridiculous, maintain a respectful demeanor and tell the person that you'll need to speak to your supervisor about their request, or answer their question to the best of your ability.

The company may be liable for damage or breakage that occurs on the job, and remember that the company also has the right to fire you at any time

- If property damage occurs frequently on your job, you decrease the value of your contract and therefore decrease the value of yourself as an employee
- You may become a liability to your company if customers are frequently dissatisfied with your conduct or professionalism

Conclusion: When customers comment to your management about the courteous, professional service they received from you, and their satisfaction with the work performed, it's an enhancement of your value. This can only help to elevate your position with your company.

Employee Attendance:(Names or signatures of personnel who are attending this meeting)

These guidelines do not supersede local, state or federal regulations, and must not be construed as a substitute for, or legal interpretation of, any OSHA regulations.