

New customer allocated to sitter by Heather

Sitter takes on conversation over Whatsapp/phone call

Arrange meeting at customer's home

Send customer 'Welcome to Purrfect Company' document

Fill in customer details on your online Google booking sheet
Please add ALL details.

Meeting happens - fill in booking form - they sign it -
leave copy of form/total cost/bank details with customer

Update your Googlesheet if
required

Customer pays Heather

Tues/Fri's Heather checks bank account and updates your
spreadsheet when the customer has paid and either pays you or,
if more than 3 weeks away, puts the amount into the PC account til
nearer the time.

Check customer has paid and arrange to collect their key - if the payment is not on the Google sheet message Heather to check..
We cannot start a booking without payment.

Go to booking - be fabulous - send updates - love their cats - leave a business card behind for long bookings to say "Thank you for using my services."

Return key once customer is home

Repeat customer messages you directly to book

Confirm with customer - or if you cannot do it ask another sitter/Heather.
**Do not tell customer you cannot do it until you have
got another sitter lined up.**

Send screenshot of booking confirmation
from Google sheets tab to customer

Heather sends confirmation of booking & invoice to customer.
If there is an email address this will go directly to customer, if not
it will be sent to you to forward on by whatsapp.
Email is preferred.