

COMMUNICATION EXPECTATION GUIDE

1. Be Respectful

- Speak to coworkers and customers professionally.
- Avoid sarcasm, raised voices, or negative tones.
- Listen fully before responding.

2. Be Clear & Direct

- Keep messages focused and easy to understand.
- Ask questions if clarification is needed.

3. Communicate Promptly

- Reply to messages and customer inquiries in a timely manner.
- If delayed, acknowledge the message and provide an estimated response time.

4. Use the Right Communication Channel

- Text/Chat: Quick updates or simple questions.
- Phone: Urgent matters or anything requiring clarification.
- In Person: Sensitive conversations or detailed explanations.
- Email: Formal communication, estimates, documentation.

5. Keep Customers Informed

- Provide proactive updates on job status.
- Communicate delays, changes, or completions as soon as possible.

6. Own Your Mistakes

- Communicate issues quickly and honestly.
- Provide solutions or ask for help early.

7. Stay Professional Online

- Company-related posts must follow approval rules.
- Avoid negative comments about customers or coworkers.

8. Protect the Shop's Reputation

- Avoid blame-focused communication.
- Represent the business positively.

9. Document Important Communication

- Save customer approvals, changes, and timelines.
- Summarize important conversations in writing.

10. Ask Questions Early

- Clarify expectations before starting work.
- Good communication prevents errors and saves time.