

Communication Standards & Points of Contact

Why Communication Matters

Communication is one of Superclean Maid Service's four Core Values.

Great communication allows us to provide excellent service, support our clients, work efficiently as a team, and solve problems before they become bigger issues.

Many workplace issues can be avoided through clear, timely communication. We expect every team member to communicate early, communicate clearly, and keep management informed.

Our rule is simple: No surprises.

Primary Method of Communication

TEXT FIRST. CALL SECOND.

Text message is the primary method of communication at Superclean Maid Service.

We use text messaging because it:

- Creates a written record.
- Reduces misunderstandings.
- Allows management to quickly refer back to information.
- Ensures important information is not forgotten.
- Saves time for both employees and management.
- Provides accountability and clarity.

If information is important enough to tell someone, it is important enough to send in a text message.

Examples of Information That Must Be Texted

- Running late to a shift.
- Sick leave notifications.
- Vehicle breakdowns.
- Workplace incidents.
- Client concerns.
- Additional client requests.
- Property damage.
- Safety hazards.

- Shift availability changes.
- Leave requests.
- Supply requests.
- Questions requiring management support.

Even if you speak to someone over the phone, important information must still be followed up by text message.

Points of Contact

To ensure your enquiry is directed to the correct person, please use the following communication structure.

Rostering, Availability & Shift Changes

Contact: Abe

Examples:

- Sick leave.
- Running late.
- Shift swaps.
- Leave requests.
- Availability changes.
- Questions regarding your roster.

Send Abe a text message as soon as possible.

Client Services & Operational Support

Contact: Gavin

Examples:

- Client concerns.
- Client complaints.
- Additional services requested by clients.
- Equipment issues.
- Safety concerns.
- Property damage.

- Service quality concerns.
- Operational questions.

Send Gavin a text message outlining the situation.

Payroll & Employment Matters

Contact: Gavin

Examples:

- Payslip enquiries.
- Wage queries.
- Annual leave balances.
- Employment documentation.
- Contracts.
- General employment matters.

Please send payroll and employment enquiries via text message.

Emergency Communication Procedure

Some situations require immediate attention.

Examples include:

- Workplace injury.
- Vehicle accident.
- Client medical emergency.
- Serious safety incident.
- Any situation where immediate assistance is required.

In these situations:

1. Call Gavin immediately.
2. If there is no answer, call a second time.
3. If there is still no answer, call a third time.
4. Send a text message detailing the emergency.
5. Follow any workplace emergency procedures as required.

If it is an emergency, do not wait for a text response before taking reasonable action to keep yourself, your team members, and our clients safe.

Communication Expectations

Every team member is expected to:

- ✓ Respond to management messages during working hours within a reasonable timeframe.
 - ✓ Notify management immediately if running late.
 - ✓ Report issues as soon as they occur.
 - ✓ Ask questions when unsure.
 - ✓ Keep communication professional and respectful.
 - ✓ Provide solutions where possible, not just problems.
 - ✓ Keep management updated until issues are resolved.
 - ✓ Follow the correct communication channels.
-

What Good Communication Looks Like

Good Example:

“Hi Abe, I’m running approximately 10 minutes late due to traffic. ETA 9:10am.”

Good Example:

“Hi Gavin, the client has requested regular window cleaning. Can you please advise the next steps?”

Good Example:

“Hi Gavin, the mower has stopped working during today’s service. I have safely stopped work and am waiting for further instructions.”

What Poor Communication Looks Like

- X Not responding to messages.
 - X Arriving late without notifying anyone.
 - X Waiting days to report an issue.
 - X Assuming someone else has informed management.
 - X Failing to report client concerns.
 - X Discussing important work matters through social media channels.
 - X Leaving management unaware of problems affecting clients.
-

Save These Contacts During Onboarding

As part of your onboarding process, you will receive a text message containing all important Superclean contacts.

These contacts should be saved immediately in your phone, including:

- Gavin +61 422 551 401
- Abe +61 468 059 372
- Roadside Assistance 1800 225 511
- BrightHR Support +61 488 851 679
- Any additional business contacts provided

Having these numbers saved ensures you can quickly access support when required.

The Superclean Communication Rule

If it affects a client, a shift, safety, quality, a team member, or the business:

COMMUNICATE IT IMMEDIATELY.

When in doubt, send the text.

Strong communication creates trust.

Strong communication improves service quality.

Strong communication helps us deliver Excellence every day.