

1 Book the job

Create a job number; record contact, address, count and sizes. Check availability, assign a technician and confirm the visit.

TECHNICIAN

SMALL / UP TO 4 m²

LARGE / OVER 4 m²

3A Clean at home

Protect the area; use the approved method. Check the agreed result with the customer. Explain drying/use precautions. Damage or a problem? Ask the manager.

TECHNICIAN

Invoice the home portion. Verify payment received; give a receipt. A screenshot alone is insufficient. Complaint or payment pending? Keep open; ask manager.

CUSTOMER SERVICE

Record acceptance, payment and receipt. A mixed order stays open until every carpet is finished/returned and all payments are recorded.

3B Collect and label

Label each job/item. Save customer collection confirmation; give a receipt. Workshop: match labels/count and record arrival.

4B Clean, dry and check

Clean; dry fully. Check agreed result, dryness, condition and count. Record reviewer/date. Failed check: HOLD for resolution.

5B Invoice and get paid

Invoice workshop work once; link payments to the job. Verify payment received before dispatch. Pending or disputed: HOLD.

6B Return and close

Pack dry; confirm visit/recipient. Match labels/count; save handover confirmation. Close after all items are finished/returned, payment recorded and complaints resolved.

Absent? Keep carpets; rebook.
Wrong item? Do not hand it over.
Complaint? Keep open; ask manager.