



Bay Area Enterprises

Customer Service Plan of Implementation:

To better serve our customers we have implemented the following process changes:

- 1) New Management Team – over the last six months, Bay Area Enterprises has gone through a few staffing changes, including a new Executive Director. We believe change can be healthy for a company and make it stronger. Under the guidance of Emma DeRock, we are adopting a new approach to customer service and quality assurance.
- 2) Customer Care Team
 - We have established a new customer service email that is monitored by multiple staff 24/7. This email can be used to submit requests, communicate problems, or complement a job well done.
 - When an email is received. It will be acknowledged by a team member and forwarded to the management team responsible for the action item.
 - The customer care team will monitor the action item until completed.
 - Customer Contact Email: contactBAE@bayareaenterprises.org
- 3) We have modified our Property Services Department management structure to a team approach. What this means for our customer is a more structured, collaborative, and accountable leadership team. A team that leads by doing.
- 4) Training – We are reviewing all staff training and implementing a manager training program to better support our management staff as they lead our teams.
- 5) We are reviewing all our client job sites for contract compliance and safety.
 - This process includes reviewing Scopes of Work.
 - Establishing routinely scheduled management walk thru's of job sites with staff and clients.
 - Reviewing sites for compliance and Scopes of Work completion.
 - Increased training and process review training with janitorial teams.
 - Increasing communications with clients to proactively care for jobsites.
 - Requesting site maps and emergency evacuation procedures be added to contracts and jobsite red books.
 - Prioritizing communication and follow-up.
- 6) Scheduling – We are auditing our scheduling processes and practices.
 - Our goal here is to stabilize our team assignments.
 - Identify and clarify who our relief cleaning teams are. This will allow staff to utilize PTO and better facilitate for last minute illness call outs.
 - This will create more stability and continuity of service for both BAE and the client.