

# Join Us Now...



## The Fine ART of Taking a Service Request!

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# The Ellis Companies

Enhancing Employee and Customer Experience

*Your industry partner for over 30 years*

- ❖ Apartment Mystery Shopping
- ❖ Prospect & Resident Surveys
- ❖ Ratings & Reviews
- ❖ eLearning (Online Training)
- ❖ Customized Training & Coaching

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Thank you for joining us today!  
Want to learn more?



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## The Fine ART of Taking a Service Request!

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**Meet Rick Ellis!**

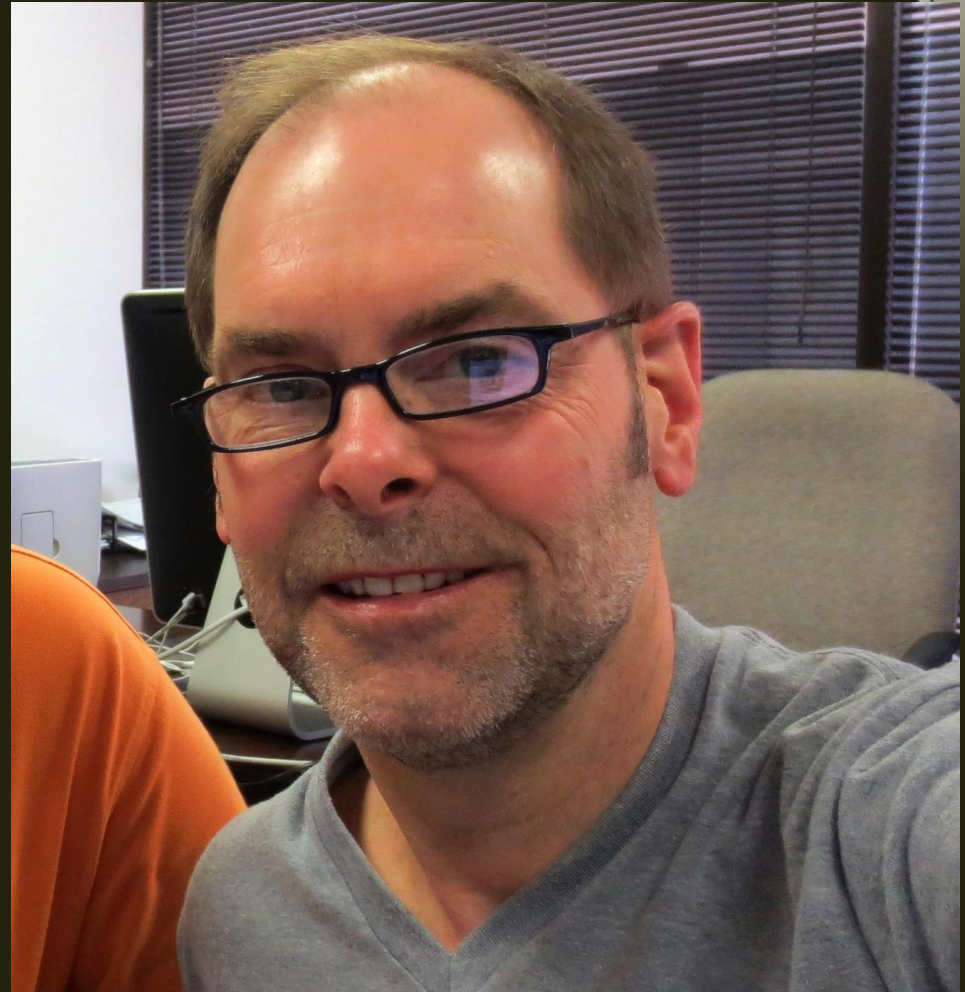




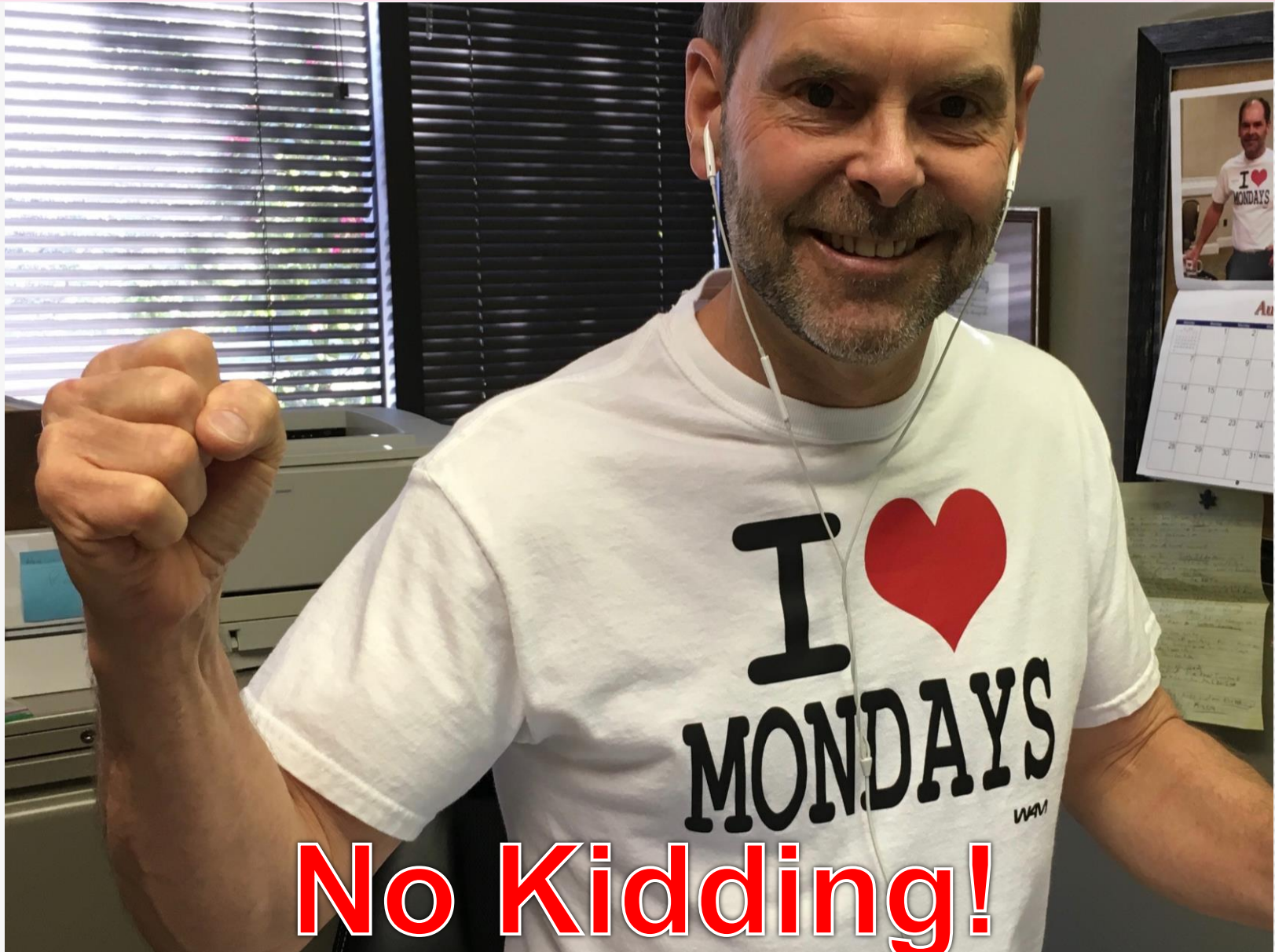
***Howdy!!***

***Your Presenter:***

***Rick Ellis,  
CPM***



# Rick **LOVES** *Monday!*



**No Kidding!**



# Monday Hater!!

**Some dread  
Monday so  
much  
they ruin  
Sunday!!**

(by dreading  
Monday!!)



# Resident's Request for Service...

## On-Site Professional's Response



Staff's Attitude



Performance of Work



Response Time

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**Communication Method of Choice**



**24/7 Portal Access**

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SERVICE  
request

=




## On-Site Staff's Unique Opportunity



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# Service Request...an Opportunity!

1. Show “REAL” Service
2. Promote Goodwill
3. Save Costs 
4. See the Apartment Home
5. Create Additional Value



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# Create Additional Value



If you lived in a condo or Townhome that you owned, this maintenance service provided today would have cost you \$745.

Just another value provided by your service team at  
Barrington Apartment Homes.

*Thanks for being a part of our Community!*

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## Quail Lane Apartment Homes

**We Completed a Service Request  
in your home today.**

If you owned this home, and the repair was done by  
an outside contractor, it would have cost you  
between **\$380 and \$450.**

Just one more way we add value to you at  
Quail Lane Apartment Homes. We are  
glad to have you as a resident!

Thank you,  
Drew Williams, Director of Resident Services



It is NOT a  
**“COMPLAINT”**  
It is a REQUEST!

# Service Requests are NOT Complaints



- ◆ Opportunity to Perform
- ◆ Provide the Resident with Service they Already Bought



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# Service Requests



Are NOT



# Complaints



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# “GREAT Maintenance Service” defined:

**F E E P P**

**F**riendly

**E**nthusiastic

**P**rompt &

**P**rofessional

# “FEP” SERVICE

Friendly, Enthusiastic, and Professional

- Friendly



**WOW!**  
I am glad you are here

- Enthusiastic



I am **EXCITED**  
To see **YOU!**

- Professional



We are **Looking Good & Being Good** – Just for **YOU!**

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**A Complete  
Service  
Request?**

**Water Leak**

**#234**

# Taking A Service Request...Completely

**Write It Down!** ✓



**Get the Details!** ✓

- Caller's Name (Resident?)
- Date and Time
- Apartment Address & Number
- Mobil and Work Numbers
- Detailed Explanation of Maintenance Requested

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**A Complete  
Service  
Request?**

**Water Leak**

**#234**



# Example Script for Taking a Service Request on the telephone...

Brought to you by the EPMS Webinar and  
***“hardly ever real theatre”*** players!

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# Example Script for Taking a Service Request

## The Call Begins



Hello



Oh no! A water leak!

Jimmy will be by  
between 1 & 5.



Hi. I'm Jimmy!

I will fix your water leak &  
service your air conditioner.

We are here for you Mrs. Pace!

Phone number please.  
Call if you need us!



Good Bye

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# Don't Forget These Extras

## ➔ Comments or Promises Made to the Resident

Promises  
made.  
Promises  
kept.



Record Residents comments –  
the more detailed the better...

## ➔ Name of Team Member Taking the Request



**ALWAYS**

Sign Your name  
In case of questions or  
follow up later on.



**The Service Promise:**  
**Do What You Say You're**  
**Going To Do . . .**  
**And Do It RIGHT The First**  
**Time!**

# The Service Request Promise

1<sup>st</sup> – Do exactly what you say you will do.

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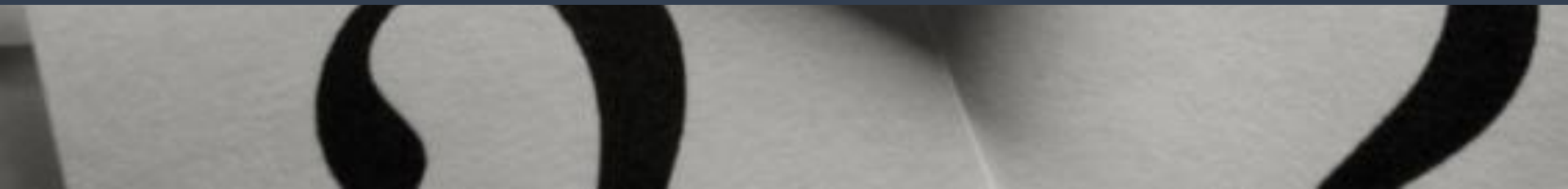
2<sup>nd</sup> – Do it right the first time!



**The Service Promise:**  
**Do What You Say You're**  
**Going To Do . . .**  
**And Do It RIGHT The First**  
**Time!**



**Questions?**



# Upcoming Webinar



Presenter: Rommel Anacan

*Not Today! I'm Still Looking!  
5 Steps to Overcoming Objections*

*Thursday, February 1, 2018  
1:00 PM – 1:30 PM CT*

Register at [www.epmsonline.com](http://www.epmsonline.com)

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