

Your 15-Minute Business Move

Okay, my Bonafide Peeps.

Before you move on to **Days 4, 5 & 6 – Learn to Find Clients**, let's stop for 15 minutes and put something from Day 3 into action.

You just learned that good customer service is not only about being nice.

You need to know how to:

- listen
- communicate
- remember client instructions
- set boundaries
- handle mistakes
- and keep clients updated about their cleaning schedule

So let's create a very simple system you can use when your first client calls.

Set your timer for:

15 Minutes

Grab your notebook, phone, or whatever you're using to keep your business notes.

Let's go.

Minute 1–5: Write Down 3 Questions to Ask a Client

Pretend someone just contacted you about cleaning their home.

What do you need to know?

Write down three questions you want to remember to ask.

For example:

- 1. What rooms would you like cleaned?**
- 2. Are there any rooms or areas you do NOT want me to touch?**
- 3. Are there any special instructions, pets, products, or requests I need to know about?**

You can add more questions later.

For now, start with three.

The goal is simple:

Listen before you start assuming.

Minute 6–10: Write Down 3 Business Boundaries

Now ask yourself:

What are three things I want to be clear about with my clients?

For example:

- 1. Extra services may cost extra.**
- 2. I will not use a cleaning method I believe may damage the home or surface.**
- 3. If a room or service was not included in the estimate, it is not automatically included in the cleaning.**

Your boundaries may be different.

Write down three that make sense for the way **you** want to run your business.

You are not trying to create a giant rule book.

You are simply starting to decide:

How do I want clients to work with me?

Minute 11–13: Write One Client Reminder Text

Now pretend you already booked a client.

Her name is:

Maria

Her cleaning appointment is tomorrow at around:

9:00 a.m.

Write the reminder you would send her.

Keep it simple.

For example:

“Hi Maria, just a little reminder that I will be there tomorrow around 9:00 a.m. to clean. Thank you!”

Save that message.

You can reuse it later and change the:

- name
- date
- time

Simple.

Minute 14–15: Write Down Your Customer-Service Rule

Now finish this sentence:

When a client has a problem, I will first _____.

Maybe your answer is:

Listen.

Good.

Now write:

Listen → Clarify → Write It Down → Follow Through

That is a good little customer-service rule to keep with you.

Because remember:

Not every complaint means you have a difficult client.

Not every request means you have to say yes.

And not every client will be the right fit for your business.

Your job is to learn the difference.

Look at What You Just Created

In about 15 minutes, you now have:

- 3 questions to ask a future client
- 3 business boundaries
- 1 client reminder text
- 1 simple customer-service rule

That is the beginning of your own:

Client Communication System

Nothing fancy.

But useful.

And when that first client calls?

You are not starting from zero.

You already have something to work with.

Now You're Ready for Days 4, 5 & 6

You have started learning how to **work with clients**.

Now we need some clients to work with!



So next, we're putting on another business hat:

Marketing

Days 4, 5 & 6 are about learning simple ways to:

- market locally
- stand out
- build trust
- and start finding the right clients for your business

Let's move on to:

Days 4, 5 & 6 — Learn to Find Clients

Happy Business! You Got This!

Stay Bonafide — keep growing and glowing.