

Worksite: \_\_\_\_\_ Instructor: \_\_\_\_\_ Date/Time: \_\_\_\_\_

### Topic C438: Courtesy & Professionalism

**Introduction:** Any professional today knows the worth of good customer and public relations. Customer, or public satisfaction that ensures good relations is a large part of most businesses, and the construction industry is no different. It is the responsibility of not only supervisors, but all employees on the job-site to maintain good relations, and behave in a professional, courteous manner. Following are guidelines for maintaining a professional level of respect and courtesy on the job:

**Always respect other people's property:**

- When working in or on a customer's home or property, treat their property with the same respect you would want toward your own home or property.
- Do not track mud or debris into a person's home. Provide wipe-off mats at all entrances to prevent contaminants from being tracked onto carpets and floors. Having to clean carpets after the job is an unnecessary expense and an annoyance to the customer.
- Clean-up your work areas and the job-site at the end of the day, or more often if the public or customer needs access to, or through, your work area. A clean work-site is also safer.

Perform your work in a businesslike manner. Do not horseplay, goof off, or loaf off on the job-site.

**Regardless of the** level of quality of the work you perform, if you leave a job dirty or cluttered, or other property or items damaged, the customer will probably doubt the professionalism of your work, and express this opinion to your supervisor or other potential customers. This could possibly harm your professional reputation and decrease your income potential.

- Watch your language! Profanity or crude language is offensive to many people and shows a lack of respect and professionalism at any time.
- Take extra care, or time if needed, to prevent breakage of, or damage to, other people's property. You never know how much value someone else may place on what seems to you an insignificant item, and it is simple courtesy and good business to treat another person's possessions with care.
- Do not litter the jobsite or another person's property. This includes even small items such as cigarette butts which are trash as much as any other foreign item.
- Perform your work in a businesslike manner. Do not horseplay, goof off, or loaf on the jobsite.

**If addressed by** the customer or a member of the public reply courteously and be as helpful as possible. Such contacts are likely to be remembered, for good or bad. If the customer's request or question seems absurd (as is sometimes the case) maintain a respectful demeanor and tell the person that you will need to speak to your supervisor regarding their request, or answer their question to the best of your ability. Remember, if the customer or public knew as much about your work as you do, they would likely do the job themselves. Many people are just curious as to how we accomplish our jobs, or have an understandable and reasonable concern for their property.

- Your employer may be liable for damage or breakage on the job, but remember that your employer also has the right at any time to terminate your employment.
- If property damage occurs frequently on your job, you decrease the value of your contract, and therefore decrease the value of yourself as an employee.
- You may become a liability to your company if customers are frequently dissatisfied with your conduct or professionalism.

**Conclusion:** When customers comment to your management about the courteous, professional service they received from you, and their satisfaction with the work performed it is an enhancement of your value to your employer. This can only help to elevate your position with your company.

**Employee Attendance:** (Names or signatures of personnel who are attending this meeting)

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*These guidelines do not supersede local, state, or federal regulations and must not be construed as a substitute for, or legal interpretation of, any OSHA regulations.*