



Housekeeping

Communication with Other



- ◆ Emphasize the importance of maintaining a friendly, respectful, and calm tone, even in stressful situations.
- ◆ Encourage staff to provide feedback to their supervisors in a respectful and professional manner.
- ◆ Staff to answer calls with a friendly, professional greeting, such as, “Namaste ,Good morning, Good Evening”.
- ◆ Speak in a pleasant, respectful tone, even in difficult situations.

Communicating with a Supervisor



- ◆ Share important updates and concerns directly.
- ◆ Keep discussions focused and avoid unnecessary details.
- ◆ Pay attention to instructions, feedback, and expectations.
- ◆ Clarify doubts to avoid misunderstandings.
- ◆ Provide progress reports and let them know of any challenges.

Communicating with a Clients



- ◆ Listen actively to ensure you understand the client's goals.
- ◆ Use polite language and remain respectful.
- ◆ Define timelines, deliverables, and processes early on.
- ◆ Keep clients informed of progress and any issues.
- ◆ Address client inquiries or concerns quickly.