

COMMUNICATION MATRIX FOR TEAM LEADER

Rev .02 JULY 2025



Coordinators	Operations Supervisor / Manager	Customer Happiness (Estimator + Validation)	Client	Corporate Team
- Access to community & Property - The field team stuck at the security, pending gate pass approval, incomplete customer address - Schedule Related - Request for early customer visits (more than 30min) - Job Payment - Payment Link request where needed (should be requested by 11 am for long jobs, or min 1 hour before completion for regular jobs)	- Job Validation - Technical/Equipments/Complaints/Maintenance issue after cleaning - All call related to extra manpower/Time/damages - Inform to supervisor for any delay in next job - Validation with price effect after approval by supervisor - Access panel - Units not accessible - Verification and assistance on any process, method statement or work procedure - Team management assistance Quality Audits - Any concern about the quality of Materials & Equipment being used in the treatment. - Technical validation(additional access panels, Unit not accessible). If supervisor is not available Process Clarifications - Any suggestions or recommendations about process improvement Personnel - Team members late/absent - Leave Application (sick leaves, annual leave, prayer break, weekly off) - Payroll (Overtime, Incentives, Working hours & Weekly off,)	- Validation Team - Price-related validation of treatment (Variance of direct booking without inspection) - Edits in CF (UPSELL OR DOWNSELL) and Job card validation (Variance of direct booking without inspection) Estimation Team - Quotes Request - Any upsell on spot / future bookings - Any Cross-sell for other services.	- Access to Premises - Not answering the doorbell - Request for building security pass Job Expectations & Concerns - Set the Job estimated duration - Job Progress pictures (as per client request) - Highlight any potential issue (noise, smell, leakage, damages) and get a signature on the disclaimer form - Notify the client one hour before the scheduled finish time if they are not at the property	- Any new booking /Technical and pricing issue - - Scheduling /Cancellation/ Access permit - Contact Coordinator - For Pest Control (Corporate only) Contact Carlson Reyes at +96592224785

KUWAIT HOTLINE

Redirecting any calls by the customer to the team leader

TL should forward the main company number **+965 2209 6096** the customer and request to directly contact

KUWAIT CONTACT DETAILS

Back Office Estimation / Validation Team - +965 92224781
 Operations Manager / Quality - +965 95001388
 Coordinator - +965 22062647