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The ExpressTime Insider

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Quality Assurance Program Benefit

[Quality Assurance Program](#), what is it and how can I use it to promote and enhance my business to potential clients?

In today's competitive market where everyone is vying for business, it would benefit a company to find a way to set themselves apart in a positive, professional manner. As a customer of [ExpressTime Solutions](#), you have that built in advantage; all you have to do is let your prospects know what you offer that your competition can't.

Utilizing the ExpressTime Timekeeping Solution, you should inform your potential clients in the bid process that you use a tool which allows you to put every employee and their work schedule for each building into a program that then reports to supervisors if an employee fails to report for work or is late for their shift so the job can be given to another crew to insure the building is

cleaned properly. The client is assured and reassured that their building is cleaned without fail, eliminating any need for an unhappy phone call the next morning. This also aids in client retention as well because we all know that happy customers stay customers. You should also point out to your potential customers that since you use mobile applications, your supervisors know where the employees are when they clock in and out so the locations are verifiable. Let the client know that you take pride in your ability to offer peace of mind to your customers.

If you are also employing the ExpressTime [CRM](#) Program, offered in the suite of services or as a standalone option you are able to offer your customers their own individual on line portal so they can have instant communication with your office. Additional needs, service issues, comments of any kind can be immediately shared both from you to them and from them to you. This immediate communication works to eliminate miscommunication or missed details. The information is shared with all involved and remains in the forefront until the issue is resolved and the customer can monitor the action while the issue is being resolved. You can assure your potential client that the use of the ExpressTime Customer Manager Program will insure quicker response times and more efficient problem solving.

Finally, if you are using the Customer Manager Program, you have access to the [ExpressTime Inspections](#) Program as well. You should inform your potential clients (current customers, as well) that your supervisors inspect all buildings using a web-based software program which allows you to customize your inspection points to match their facility. The inspection can be done on an electronic table or smart phone. The results of the inspection are immediately emailed to your management team so any necessary actions can be taken to resolve a poor inspection. The internal use of the inspection tool also allows your company to better train their staff because it will highlight any areas that need additional training.

Include the [Quality Assurance Program](#) and the benefits to your potential client every time you submit a bid for business. Your competition can go cheap, cut corners and promise the moon but they can't offer the QA Program based on Express Time Timekeeping, CRM, or Inspections because they don't have those tools. Let your prospects know that your service is desirable, affordable

and assured.



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