

## Quality standards

- Our conversations with customers always begin the same way.  
Inbound: "Welcome to "Clean&Shiny" first name, last name..."  
Outbound: "My name is - first name, last name - from "Clean&Shiny" ..."
- Our customers are our most valuable asset. We communicate in a friendly, polite and conflict-free manner.
- Our range of services is very flexible and should be adapted to the customer's wishes.
- We take complaints seriously and respond to customers with goodwill.
- We use our questioning technique in a targeted manner and actively listen to the customer.
- Our customers' emotions are important to us and we respond to them.
- We advise all customers comprehensively and in a customer-oriented way.
- Conversations are summarized and only conclude when the customer's request has been resolved.
- We address the customer by name or in the usual foreign language standard, such as "Ma'am" or "Sir" in English.