Exceeding | *Customer Expectations*

Process for Site Visits:

Conducted by the **"Director"**

- [ ] Try to meet with the client or manager, or send a message about your visit.
- [ ] Inspect what you expect!
- [ ] Report any occupancy changes.
- [ ] Communicate with Area Manager if anything needs attention (from SOW).
- [ ] Log visit, take notes if necessary, and update in Salesforce.
- [ ] Look for any upsell opportunities - notify Account Manager.
- [ ] Check if periodical work is necessary.
- [ ] Bonus points: Notify client if anything is out of order (out of SOW) - serving as the eyes and ears for the client.

! *Don't Forget*
We have to be great every time or we'll lose them.