

# Pre-Visit Guidelines + Phone Screening Script

Share these guidelines with customers before starting a service call as a way to ensure the safety of your employees visiting customers' homes.



Thank you for booking an appointment with us.  
**If someone in your home is feeling ill, we encourage you to contact us and re-schedule the cleaning for a later date.**

We want you to have a great and safe experience. To accomplish this, we need your help in doing the following before and during our visit:

- 01** If you are capable, please remove any furniture or any other household items away from the areas we will be working to limit the amount of contact we will have with your housecall items.
- 02** Please keep any pets and non-necessary household members away from the area we will be working on during the service call.
- 03** Our service technicians will refrain from shaking your hand and request that you practice social distancing of 6-feet or more to the best of your ability during the service call.

**Thank you for placing your trust in our company.**

For more information navigating your business during COVID-19, please visit [housecallpro.com/coronavirus](https://housecallpro.com/coronavirus)

## SERVICE CALL SAFETY SCRIPT CHECKLIST FOR COVID-19

Use this script when booking a service call as a way to ensure the safety of your employees visiting customers' homes.

- ☒ Please provide your first and last name
- ☒ Has anyone in the household been exposed to COVID-19?
- ☒ What is the number of people in your household?
- ☒ Ask if anyone in the household has traveled recently to one of the Centers for Disease Control's high-risk areas?
- ☒ Has anyone in the household had a fever, sore throat, cough, new shortness of breath or experienced any flu-like symptoms in the past 14 days?
- ☒ Will anyone be home with the technicians when the service work is being performed, and if so, will they be willing to follow social distancing?
- ☒ Any other special requests for when the technician arrives?