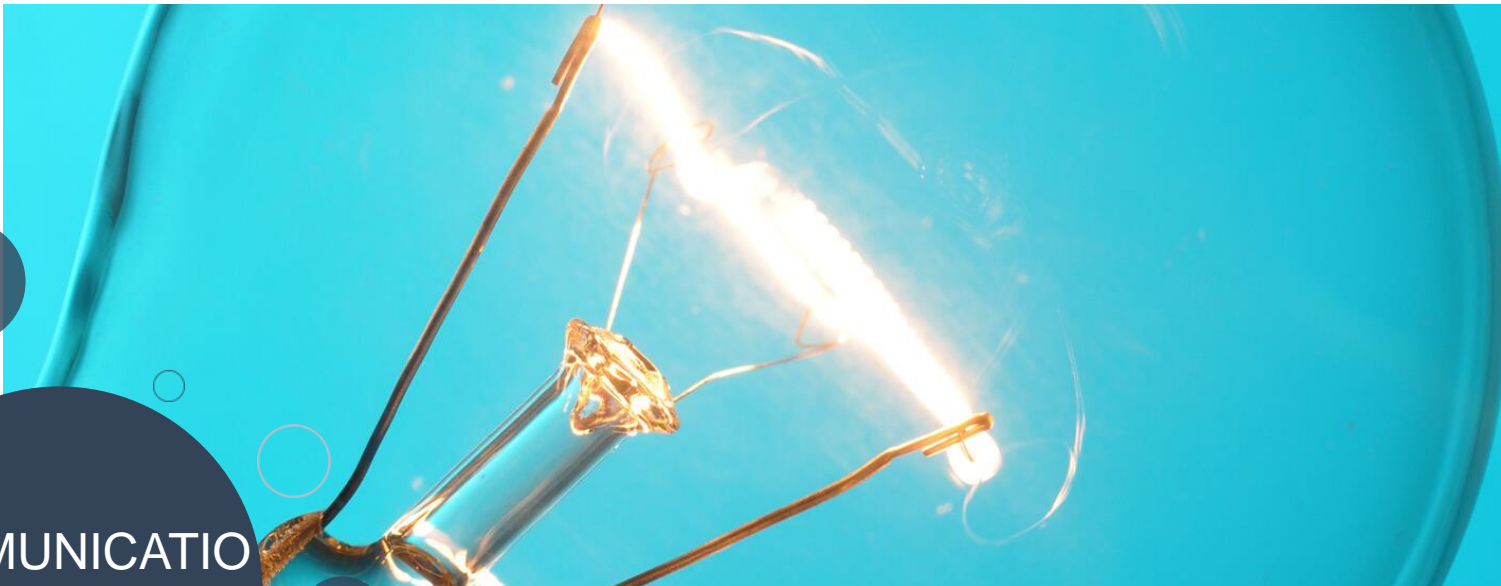




CONTROLLED  
CONTAMINATION SERVICES

# THE POWER OF ONE

One Team | One Mission | One Story



Being the first  
point of  
contact with a  
CCS partner

COMMUNICATIO  
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# PROFESSIONALIS

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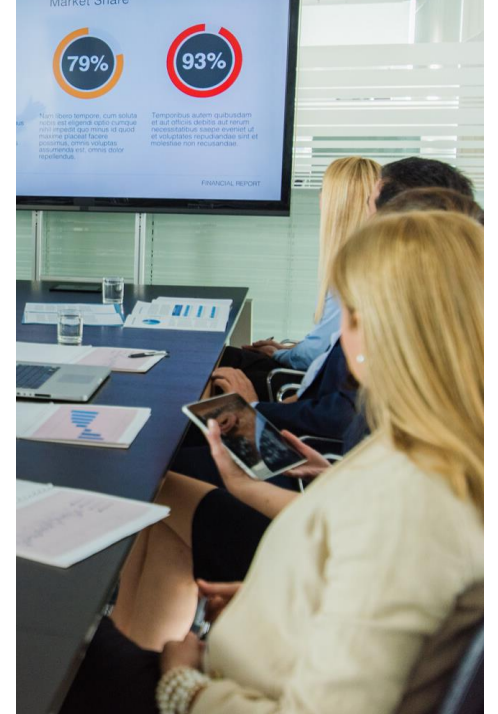
While on-site you might be the main person the client sees and interacts with.

- Are you wearing a CCS uniform?
- Are you being professional while going about your day to day tasks?



We must maintain a fine line between being the client's friend and being the client's partner.

- Are we communicating to our partners in a clear and professional way?



Do you feel like you are being provided with the correct tools and training to accomplish this?

## COMMUNICATION WITH PARTNERS IS NOT JUST LIMITED TO FACE TO FACE

When we email, text, or call our partners we must still maintain

professional boundaries  
Avoid text message language style emails when communicating with a client

## DETERMINE THE PARTNER'S PREFERRED FORM AND STYLE OF COMMUNICATION

Some partners may need quick, concise information and a different partner could want more details when receiving updates  
As a resource to our partners, and our internal teams, it is our job to let our team know how the partners prefer to communicate



COMMUNICATION

# Other types of partner communication

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Here are some

# QUICK COMMUNICATION TIPS

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## COMMUNICATION MUST BE CONSISTENT

- What we tell our partners shouldn't be different from what we tell our managers and coworkers



## AVOID SPEAKING NEGATIVELY ABOUT YOUR COWORKERS

- Avoid gossiping about coworkers. It brings down the morale of the whole team.
- If you have an issue about a coworker that you can't speak to them directly about, reach out to [hr@cleanroomcleaning](mailto:hr@cleanroomcleaning) and a member of the HR team will assist you.



## HOLDING YOURSELF ACCOUNTABLE

- Mistakes happen but we can only fix them if we know about them
- Own up to any accidents/mistakes ASAP, the quicker we know the quicker we can fix it