



**WEEKLY WRITING JOURNAL: Week of September 10<sup>th</sup> to 16<sup>th</sup>, 2018**

During the first week of my internship I felt nervous, but excited at the same time. I knew that during this first week I will be mainly communicating with all of the Deep Clean Maid Service customers. My supervisor had asked me to focus on this task as well as teaching the new office employee how to answer telephones and communicate with potential clients. Moreover, I also had to focus on picking up phone calls and scheduling appointments for cleaning services and estimates. During this first week, I noticed that Monday and Tuesday were the busiest days for the company. I experienced a lot of phone calls and emails that I had to answer, all regarding cleanings or contracts. In addition, to the phone calls there were a lot of different people that called with a lot of different questions. Some customers who called were not happy with the fact that we do not provide cleaning services in the same day, and that we first have to schedule an estimate appointment in order to provide them with the quote. Moreover, some customers were also upset that we only specialize in post-construction cleaning and that we do not provide regular housekeeping services. I had to communicate with these customers with good manners and calmly explain to them, and apologies for the inconvenience. This was very important, in order for our customer service and my supervisor to be satisfied. Sometimes I was shocked that these people would get upset about these types of things, but at the end of the day I had to handle it professionally. This week, I exhibited great patience and communicated well through email or phone conversations because customer service is very important for this company.