



# BLINDTECHNIQUE

*Blinds Shutters Awnings*

## Sales Appointment Process

This process is to be followed for all appointments and relates to the Managing COVID-19 In The Workplace (Social Distancing) Risk Assessment that has been carried out by Blind Technique Ltd.

All of our team have undergone online training and assessment on social distancing and will be following this process.

## Booking an Appointment

In order to provide our customers with the best service whilst minimising time on site and contact we will first of all carry out a telephone consultation. The reason for this consultation is so that we can:

- Assess what type of products and services you are interested in
- Where necessary, exchange photos and images and possibly undertake a video call to understand feasibility and practicality
- Suggest and advise on available options

If we are given sizes, we may be able to provide you with a guide price or quotation although we appreciate this may not always be possible. We will also ask the following questions:

- Do you or any members of your household have symptoms or are any of the household in a period of isolation?
- Are any members of the household clinically vulnerable without being asked to shield?
- Have any members of the household been asked to shield?

We will only be able to arrange home visit appointments when it is safe to do so.

## Attending Appointments

We need to carry out appointments whilst safely maintaining social distancing of at least 2m at all times. We will wash our hands before arrival and wear a face mask.

- Wash your hands before we arrive
- Always maintain a safe distance of 2m
- Open the front door then stand back to allow us to enter at a safe distance, or even better allow us access into a rear garden initially



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- When consulting and discussing options, if there is an outdoor space such as a back garden and with weather permitting, we would ask if this can take place outside? This is also a good idea initially, to establish the objectives of the consultation
- Make sure internal doors are open so that we don't have touch anything
- If we are measuring or surveying certain windows or areas, we ask that these be cleaned and wiped down beforehand and if possible, that you stand back or out of the room whilst we are doing this
- Please open windows and doors to increase ventilation

## On the day of the appointment

- We will telephone to confirm the appointment and time
- We will check that there are no changes in circumstances since we last spoke on the phone
- We will confirm that you have read, understand and will adhere to this process

## Quotations

If we are able to prepare a quotation at a safe location on site, then we will endeavour to do so. Otherwise we will complete this as soon as possible. In all cases we will e-mail the quotation to you.

## Fabric Samples

Following our telephone consultation, we will bring the relevant and required fabric samples with us whilst also only bringing and transporting what is necessary.

In order to minimise touching the fabrics we will handle the fabrics and can hold them up to your windows or against furniture for you to view from a normal and safe distance. If you have whittled your selection down to a couple of options and do need to handle them in order to finalise your decision, then we will ask you to wash your hands again thoroughly before touching them and ask that you do not hold them close to your face.

## After the Appointment

Immediately following an appointment, if we have measured windows or had to touch anything, we recommend the following:

- that these areas are cleaned and wiped down
- that you wash your hands