



TechSF

Customer Service
& Time Management
for Gig Workers &
Skilled Freelancers

Part 4

Customer Service & Time Management for Gig Workers & Skilled Freelancers



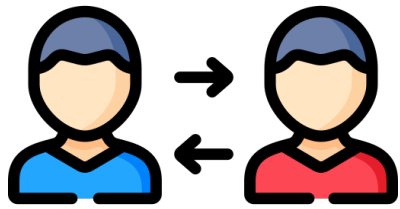
LESSON GOALS

- Successful Customer Service Components
- Communicating with Clients
- Scheduling
- Customer Service
- Managing your Time

Great Customer Service = Happy Customers = More Money

Doing a great job will make it easier for you to get repeat clients, referrals, and high ratings.

In this lesson we explore four components for exceeding on the job.



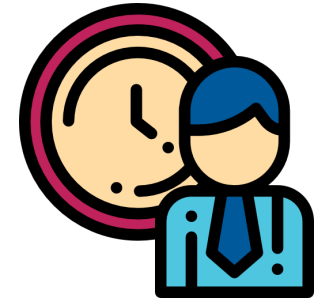
Communicating
with Clients



Setting
Your Schedule



Customer
Service



Time
Management

Communication with Clients Through Email or Text

Communication is key to maintaining happy clients.

Always be sure to:



Respond to Clients
ASAP



Avoid Typos and
Use Proper Grammar



Provide Clients With
Updates & Milestones



Use
Complete Sentences

In Person Communication with Clients

Always be sure to:

- Smile and introduce yourself
- Say “thank you,” when appropriate
- Maintain eye contact
- Always ask permission before entering a client’s home- if it is part of the task



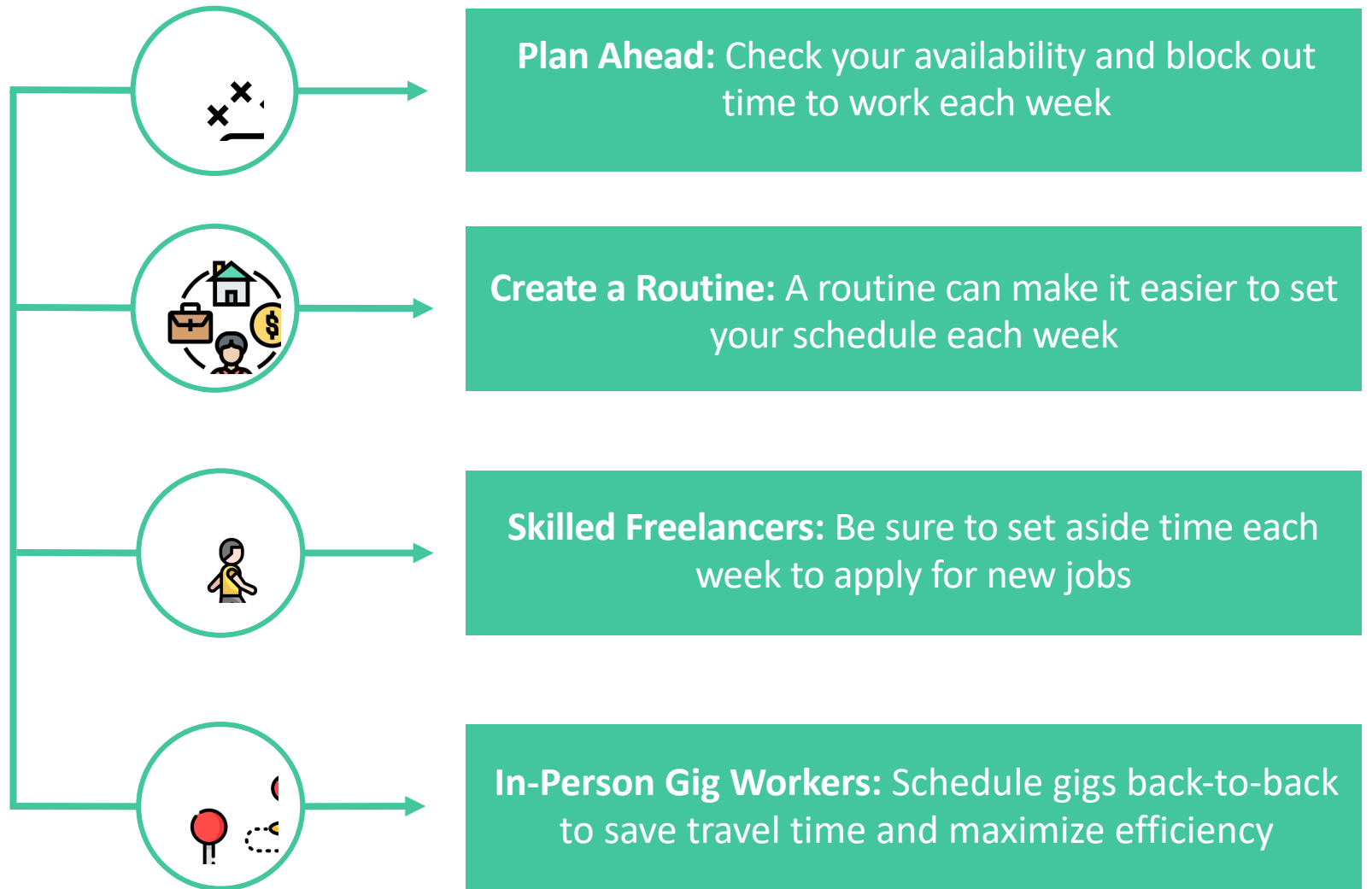
In Person Communication with Clients

Sometimes other situations may occur:

- You may have a client who is unsatisfied with your work. When this happens, offer to find a solution such as redoing part of the job.
- If you made a mistake, you should always apologize. Taking responsibility shows integrity, and most clients will forgive you and give a positive rating if you are honest and upfront with them.



Tips for Setting your Schedule



Arriving on the Job for Skilled Freelancers



Finishing Up for Skilled Freelancers

Always be sure to:



Once finished, review your work and double check that everything looks good



Let the client know you're done and walk them through your work if necessary



Thank the client, let them know that you would appreciate a positive review

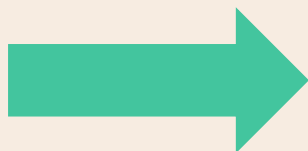


Mark the job complete on the app (as required)

Customer Service Matters



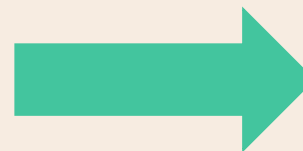
Good
Customer Service



Repeat Clients



Positive Ratings



More Work



Higher Wages

Great Customer Service & Trust Leads to:



Great Customer Service Leads To High Ratings & Reviews

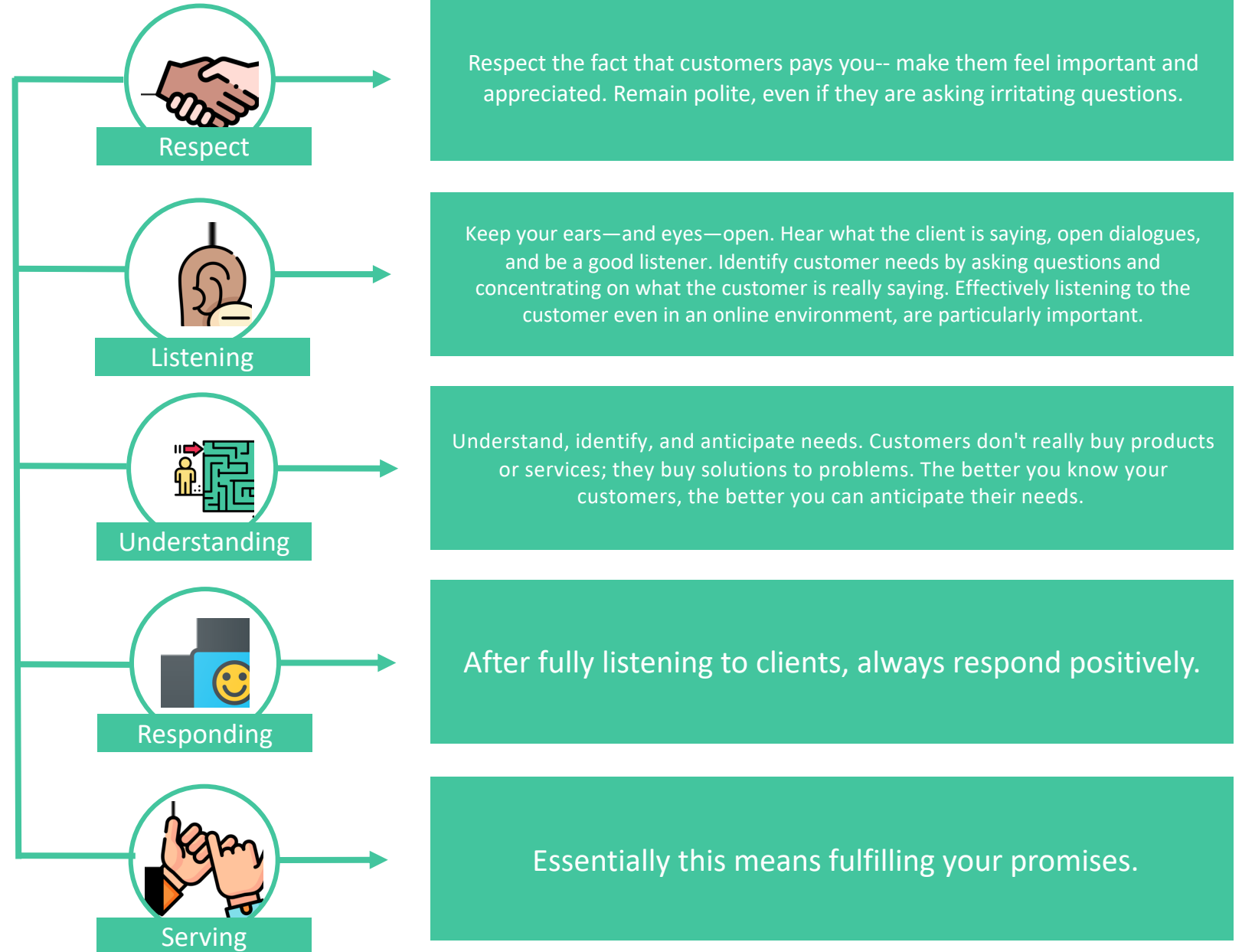
Great customer service is the key to getting positive ratings and reviews. The more satisfied a client is with your service, the more likely they'll be to take the time to leave you a great review.



Gaining Clients' Trust Leads To More Work

For Skilled Freelancers- Seeing that you've done a great job for other people will give prospective clients confidence that you can get the job done right and make them more likely to hire you.

Five Elements of Customer Service



Reminders for Best Practices While On The Job



Keep track of your progress against the time allocated for the job



Break larger jobs up into smaller pieces and tackle them one by one



If you run into a problem that you can't figure out yourself, ask the client (call or text if they are not around)



Try to avoid making personal calls or texts while in the presence of a client

Time Management



Time management is the ability to use one's time effectively or productively, especially at work.



You're in charge of scheduling your time, so learning how to manage it effectively can help you book more jobs and earn more money.

Setting A Routine In Your Schedule



You will need to create your own work week.

Creating a routine can help provide structure to your schedule and allow you to:

- Line up gigs back-to-back to keep your other time free.
- Strategize how many gigs you want to complete for the day/week/month.

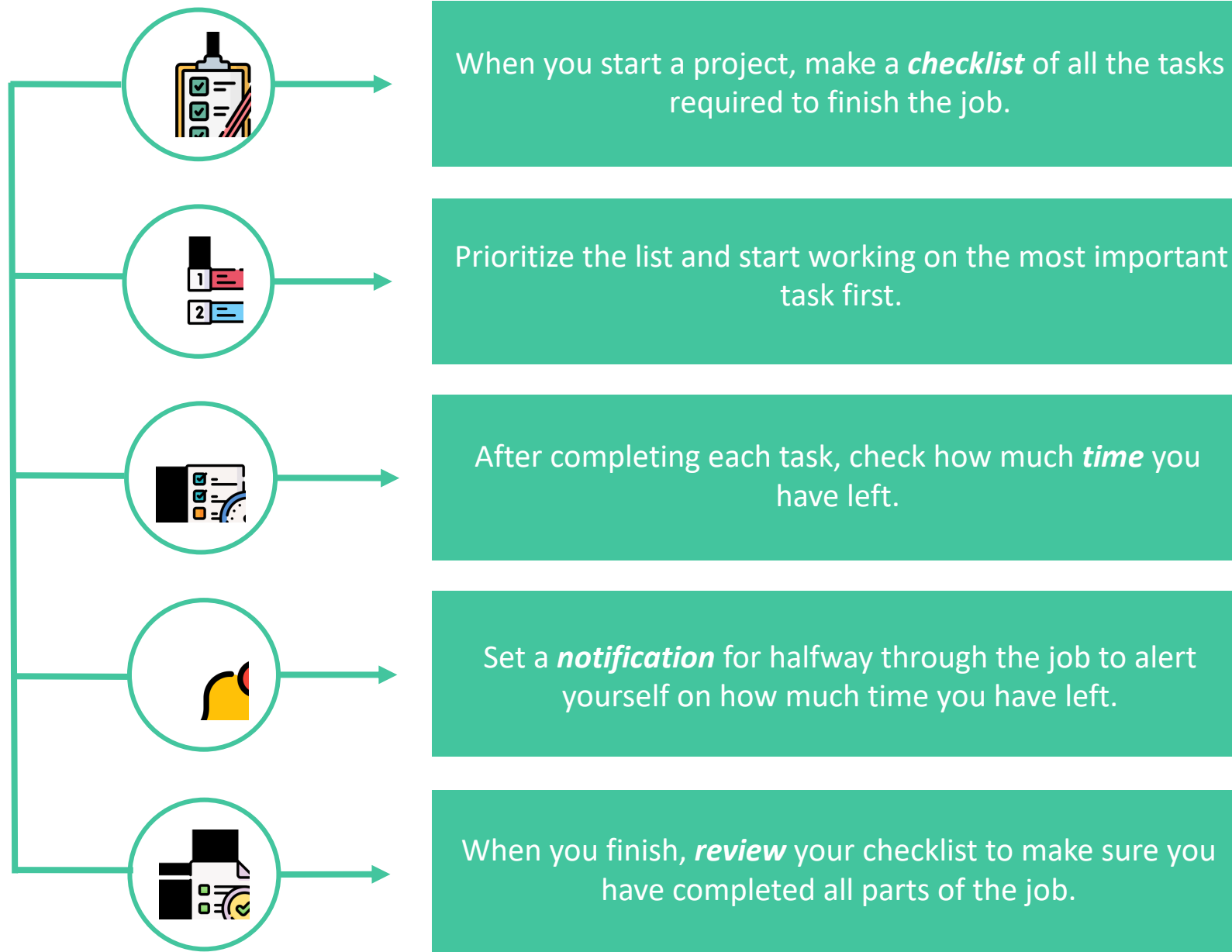
Managing Time On The Job For Different Rates

For some jobs, you will earn a ***fixed*** amount for completing the entire job, while others will pay ***hourly*** depending on how long it takes.

For ***fixed rates jobs***, you need to make sure that you can complete the job in the allotted time, since you will not be paid extra if it takes longer than expected.

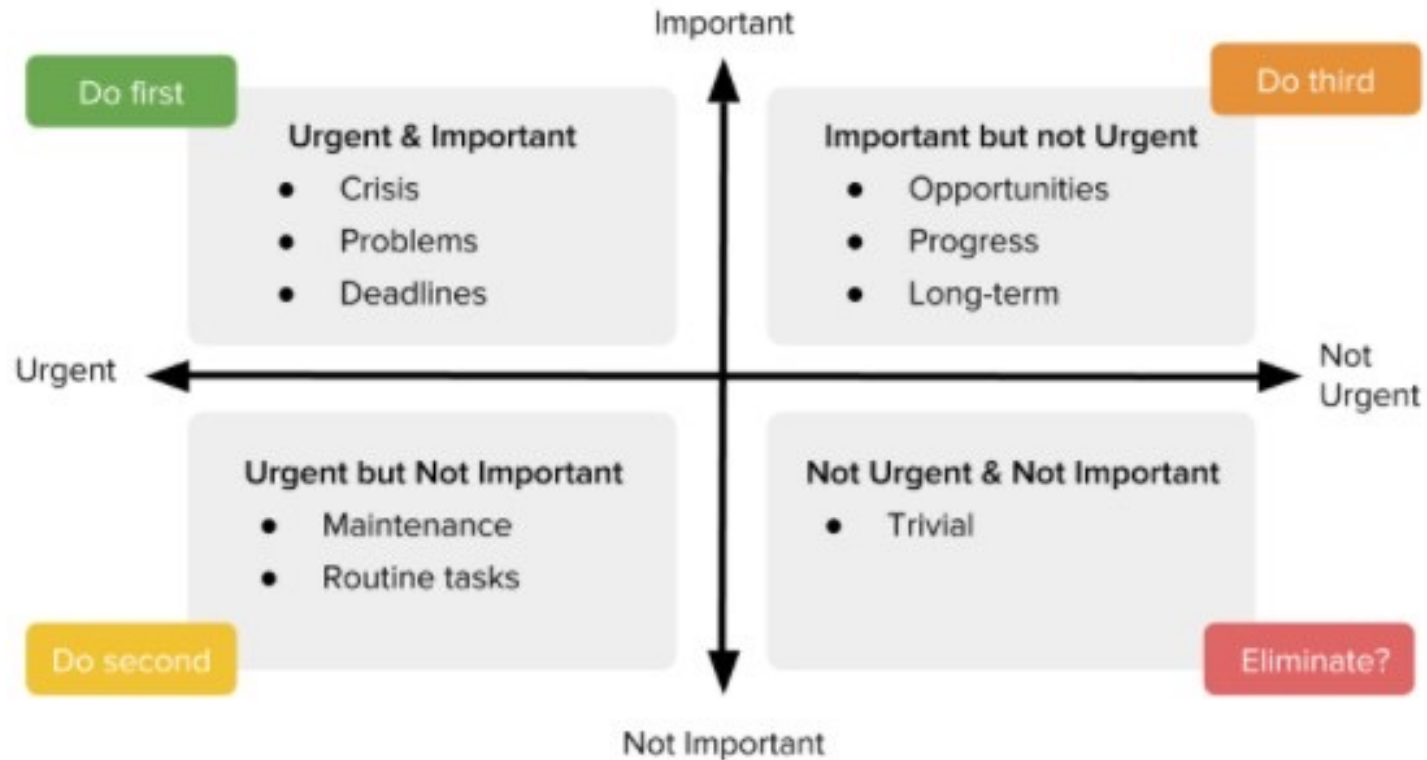
For ***hourly rate jobs***, you need to finish the job in a reasonable time-frame, otherwise the client will be upset that the job cost more than expected.

Managing Time On The Job For Skilled Freelancers



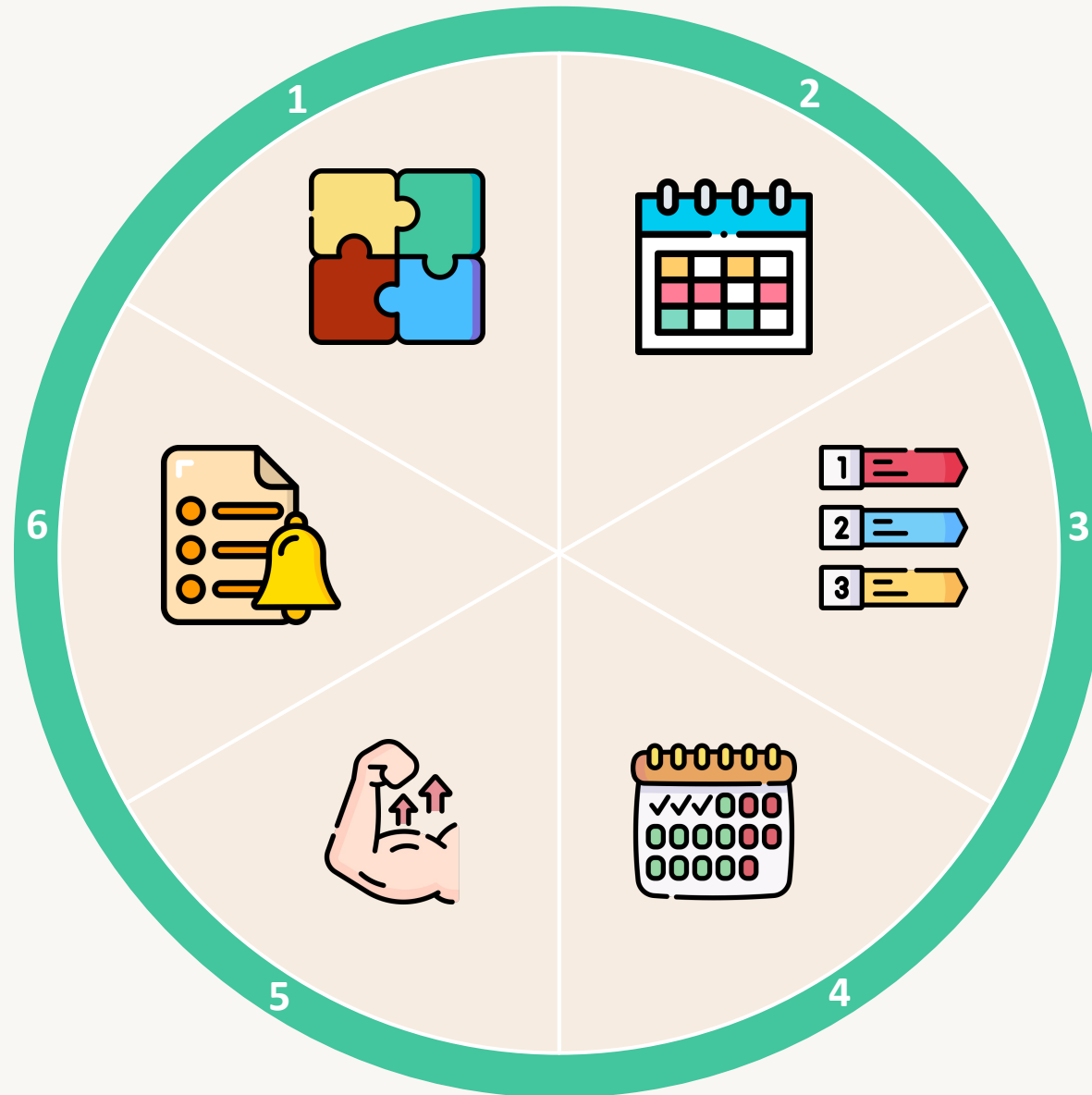
Prioritization Matrix

You may find this matrix helpful to organize and prioritize your tasks.



6 Elements of Effective Time Management

1. Break Up Projects Into Manageable Sections that Need to be completed over time.
2. Manage tasks. Careful, not to overbook yourself, or schedule gigs too close together. Make sure you have enough time to get from one gig to the next.
3. Prioritize your tasks. You will have many tasks competing for your attention. Make sure to prioritize the tasks that are *most urgent* and *important*. A to-do list is a great way to keep yourself organized and focused on your highest priority tasks.



4. Managing Your Own Calendar; In most cases, you will have to manually add each gig to your calendar. Don't forget to schedule travel time as well!
5. Don't Procrastinate! Be self motivated, you are your own boss, so there is nobody there to tell you when and what to do. This means that you're responsible for getting things done by the deadline.
6. Set Reminders; use your calendar, to-do list app, to set up reminders for yourself to Project Checkpoints, send "thank you" follow-ups, time for finding new jobs/proposals for freelancers.



Continue to Part 5

Trust, Safety & Avoiding Scams for Gig Workers & Skilled Freelancers



For More Information Contact:
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