

## FREE PREVIEW

In lesson 3 we discuss the many hats that a supervisor must wear to be effective. In this lesson we review the various hats and discuss the difficult tasks associated with them. The first hat is,

### "FIREMAN"

This is one of the most important and yet dreaded hats that a good supervisor has to wear. It seems every day brings a new adventure with an emergency that needs immediate attention. Examples can be that someone didn't do the job they were supposed to do the previous night and now we have an unhappy customer and much of the next service is taken correcting the issue and hoping we can get the customer back in our good graces.

What about a situation where an emergency develops in a facility and we have to take quick, prompt action? An example might be a water leak that disrupts the entire planned evening of work. It has to be taken care of and all the other work scheduled for that shift still has to be done.

I always found it interesting that major emergencies always seem to occur on a holiday like Thanksgiving, Christmas, or New Year. Probably isn't really the case but always seemed that way.

### "POLICE OFFICER"

This hat is one that many supervisors also dread wearing. It entails some of those many tasks that many of us hate to face such as,

....Making sure all the work gets done

....Making sure all procedures are followed

....Conducting discipline promptly and properly

None of these are very exciting, are they? Let's look at each one of them.

### "COACH"

Here are some of the duties that a coach/supervisor must perform with this hat,

Be able to train/retrain the staff members as required to assure customer satisfaction. I am hopeful that your company has a thorough, detailed new employee orientation AND initial training program so

**new people go out to the field with at least a basic understanding of who your company is and how to do the basics of their responsibility.**

**Sending new employees out to work with an "experienced" team member to "learn the ropes" is not a good orientation and training program. The new employee may just learn the duties wrong from that experienced member of the team and the ropes they learn may just be the rope that hangs them. More on the training issue in a later lesson.**

### **"AMBASSADOR"**

**Being a peacekeeper in the organization or at least in the area a supervisor is responsible for is not an easy task. . This hat requires you to fully understand all company policies and be able to communicate them to your staff in a way that reinforces what the organization is attempting to accomplish.**

**If you don't agree with a policy, you don't make a statement like "I don't agree with top management but that's the way it is". Learn why the policy is what it is and conduct your business in a supportive manner.**

**As an Ambassador you will be called on to settle disputes among your workforce.**

**As a supervisor wearing the Ambassador hat you have the major responsibility to always represent your company in a professional manner when dealing with a customer.**

**Remember that the customer is the reason we are in business and their satisfaction has to be as top priority of the organization. More customers are lost through poor customer relationship skills than through poor service or price considerations.**

**NEVER MAKE EXCUSES TO THE CUSTOMER. If you are visiting a customer about a cleaning or employee issue, never say things like,**

**....I told the people to do it.**

**....I Just don't have enough time to do it.**

**....Our equipment was broke.**

**....I just can't find good help.**

**....The company, they.**

**....I have been so busy.**

**And the list goes on. Can you add to the list? When you make statements like these you are telling the customer it isn't your fault and you are trying to blame someone or something for not satisfying them. You are the supervisor of the account and if it isn't your fault, whose fault is it?**

## **"ACCOUNTANT"**

**An effective supervisor must make sure that all paperwork/computer reports are accurate and turned in ON TIME. Today's supervisor has to have the knowledge and understanding of computers and all the other electronic gadgetry that comes with satisfying the customer and bringing the account in on budget.**

**We'll talk more technology when we get to the training lessons but I have seen more than I can count, supervisors leave or being asked to leave their job because they will not adapt to modern technology. Such a waste of talent. Many of them knew everything about cleaning but would not embrace this aspect of their position.**

**So there you have what I consider the 5 major hats an effective and successful supervisor must wear every day on the job. In other words, the supervisor has the responsibility to create an environment of success in their assigned area. That means,**

**NEVER QUIT LEARNING.**

**ASK FOR HELP IN AREAS YOU ARE NOT STRONG AS YOU NEED TO BE.**

**TAKE RESPONSIBILITY FOR YOUR LEARNING, DON'T WAIT ON OTHERS BUT ALWAYS ATTEND ANY LEARNING OPPORTUNITY YOUR COMPANY PRESENTS.**

**TAKE RESPONSIBILITY FOR YOUR OWN ACTIONS.**

**So let me suggest you take a few minutes to review this lesson and see where improvement needs to be made and answer the following questions,**

- 1. Where do I need to improve?**
- 2. Where do I plan to get that help?**
- 3. Which hat is the most difficult for me?**
- 4. Who can help me become better at wearing that hat?**