

Heart & Hustle Blueprint

Quality Control Playbook

Protect your reputation by creating consistent customer experiences.

PAGE 1 - My Quality Standard

Every customer should leave feeling:

- Valued
- Heard
- Confident
- Appreciated
- Happy to recommend my business
- Other _____

My Three Non-Negotiables

Heart & Hustle Reminder: Consistency builds trust. Customers should receive your best work every time.

PAGE 2 - Service Quality Checklist

Before the Job

- Customer expectations confirmed
- Appointment confirmed
- Supplies prepared
- Questions answered

During the Job

- Arrived on time
- Professional appearance
- Communicated throughout service
- Resolved issues quickly

After the Job

- Final quality check
- Customer satisfied
- Payment completed
- Follow-up scheduled
- Asked for feedback

PAGE 3 - Customer Feedback Review

Customer: _____

Service: _____

Date: _____

Overall Satisfaction: ■■■■■■

What did we do well?

Where can we improve?

Action item for next time:

PAGE 4 - Weekly Quality Review

■ Asked for customer feedback

■ Reviewed completed jobs

■ Updated a checklist

■ Improved one process

■ Celebrated a customer win

■ Fixed a recurring issue

One Thing I'm Proud Of

One Thing I'll Improve Next Week

Heart & Hustle Principle

Quality isn't something you inspect at the end.

It's something you build into every step along the way.

— Stephanie Sherouse