

Service Standards (One-Pager)

A simple standard that makes your business feel consistent and professional.

Use this as an internal standard (and optionally share parts of it with customers). The goal is consistency: every customer gets the same quality of communication and service.

Your service standards (edit to suit)

Standard	Target / promise	Notes
Response time to enquiries	Within ____ business hours	
Quote turnaround	Within ____ business days	
Pre-start confirmation	At least ____ days before start	
Job updates	At least ____ times per week / at milestones	
Variation control	All scope changes approved before work proceeds	
Site behaviour	Tidy, respectful, protect customer property	
Completion & handover	Walkthrough + sign-off + aftercare info	
Issue response	Acknowledged within ____ hours; resolution plan within ____ hours	

Simple scripts (copy/paste)

- “Just keeping you updated — here’s where we’re at and what happens next.”
- “We’ve hit a delay, and here’s the plan to keep things moving.”
- “That’s a good idea — before we proceed, we’ll confirm the cost/time impact for approval.”