

# JILL'S OFFICE CULTURE GUIDE

*"Your roadmap to success"*



## OWN YOUR JILL'S OFFICE STORY

# **VISION STATEMENT**

*To be the place that connects businesses  
to people*

# **MISSION STATEMENT**

*To answer every call with a smile, give  
every caller a WOW experience, and help  
every business owner achieve more!-  
That's the Jill experience*

# **OUR CORE VALUES**

*GROWTH. GOALS. GRATITUDE.*

## **OWN YOUR JILL'S OFFICE STORY**

# WELCOME

## A Message from the Owners!


Brant and Autumn here,  
It is our privilege to welcome you to Jill's Office. We wish you every success in your role, and we hope that you quickly feel at home. This guide was developed to introduce you to our culture and to show you how taking ownership and accountability over our own outcomes has empowered each of us to grow in our personal and professional lives. We hope that your experience here will be full of GROWTH. Again, welcome and we are so excited to have you on the team!

Brant Thurgood  
CEO, Jill's Office

Autumn Thurgood  
COO, Jill's Office



# REAL CLIENT REVIEWS



"Complete **game-changer**. Using Jill's Office has allowed me to expand my own small service company without adding too much overhead or having to train in-house office staff. They answer our phones all day, intake the customers, and send me a note. Every morning, I sit down and read the notes, return the calls, and finish my telephone business for the day. Then I'm free to work in the field all afternoon, knowing that if I miss a call, there will be a message waiting for me the next morning."

*-Good As New Exterior Cleaning*



## OWN YOUR JILL'S OFFICE STORY



# JILL'S OFFICE MILESTONES

- 2014- Brant's AHA moment!
- 2015- Jill's office opens it's first office in Syracuse, UT
- 2016- We moved to a bigger office in Clearfield, UT
- 2017- Bizdev and sales was born!
- 2019- We launched our hybrid work from home model
- 2020 - COVID-19 and we opened a new CEDAR CITY, UT location
- 2021 - We launched our 24/7 services
- 2022- We launched chat and admin services
- 2023- We moved our Clearfield headquarters to OGDEN, UT!!



## OWN YOUR JILL'S OFFICE STORY



# WOW CALL FLOW

Customer Service that sells:

- Have a consistent friendly tone throughout the call
- Empathize with your caller and own the situation
- Use positive language at ALL TIMES!
- Have confidence so that your caller feels TRUST
- Engage with your caller and be personable
- Always offer a solution or offer to schedule when able



## WOW ACTION ITEM

Always include: WHO, WHAT, WHEN, WHERE, WHY

1. Caller's NAME
2. Are they a current customer
3. What are they calling for?
4. Leave descriptive details
5. What did you do or say
6. Offer to call them back
7. List any info declined
  - Caller refused to leave an email
  - Caller hung up before I could ask

**\*Never falsify information on an action item. This is unethical and grounds for termination.**

### FIVE STAR AI

"Diane is a new customer that found you on google. She called in to get a quote for window cleaning. She told me that she's only needing the exterior of her home cleaned. I gathered her information and told her that I would have someone reach back out to provide her with a quote. Please let us know if you'd like for us to reach back out."

# REAL CLIENT REVIEWS



"Jill's Office has been an **ENORMOUS** help to our business. Their promptness and professionalism has impressed our customers. I had no idea how many calls that we were missing until the Jills took over our phones."

*- Johnathan Burkett*



## OWN YOUR JILL'S OFFICE STORY

# ANNUAL JILLCON EVENT

Every year we host JILLCON which is an event for all employees to come and be inspired, learn, and GROW as one.





# JILL'S OFFICE *ecosystem*

Jill's

Coaches

Training

Operations

People and Culture

Account Management

Sales

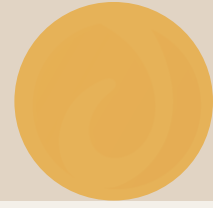
Programming

CEO

OWN YOUR JILL'S OFFICE STORY



# CULTURE COMMITTEE



JOIN TODAY!



GROWTH

GROW YOUR SKILLS IN  
LEADERSHIP

RECOGNIZE YOUR OWN  
INFLUENCE ON OUR WORK  
ENVIRONMENT AND MAKE A  
POSITIVE IMPACT!

GOALS

SHARPEN YOUR  
COMMUNICATION SKILLS



STRENGTHEN YOUR  
ORGANIZATION SKILLS

GRATITUDE

Why should I join the  
culture committee?

1. To grow and sharpen other skills that may propel you into future roles
2. To help organize and carry out fun events for the office
3. To make a difference in the workplace and enrich the environment for your co-workers
4. Because it's FUN!

# WE OWN OUR APPEARANCE



We dress smart



We are not sloppy



Our clothing is not revealing



Our clothing is not offensive



We care about how we smell



Our hair is neat and groomed



We wear proper footwear



We care about cleanliness



## OWN YOUR JILL'S OFFICE STORY

# WE OWN OUR ATTENDANCE

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We show up ON TIME



We show up consistently



We own our situations



We communicate



We respect company time



We respect our clients time



## OWN YOUR JILL'S OFFICE STORY



# WE OWN OUR COMMUNICATION WITH COWORKERS



We show RESPECT



We are open minded



We have perspective



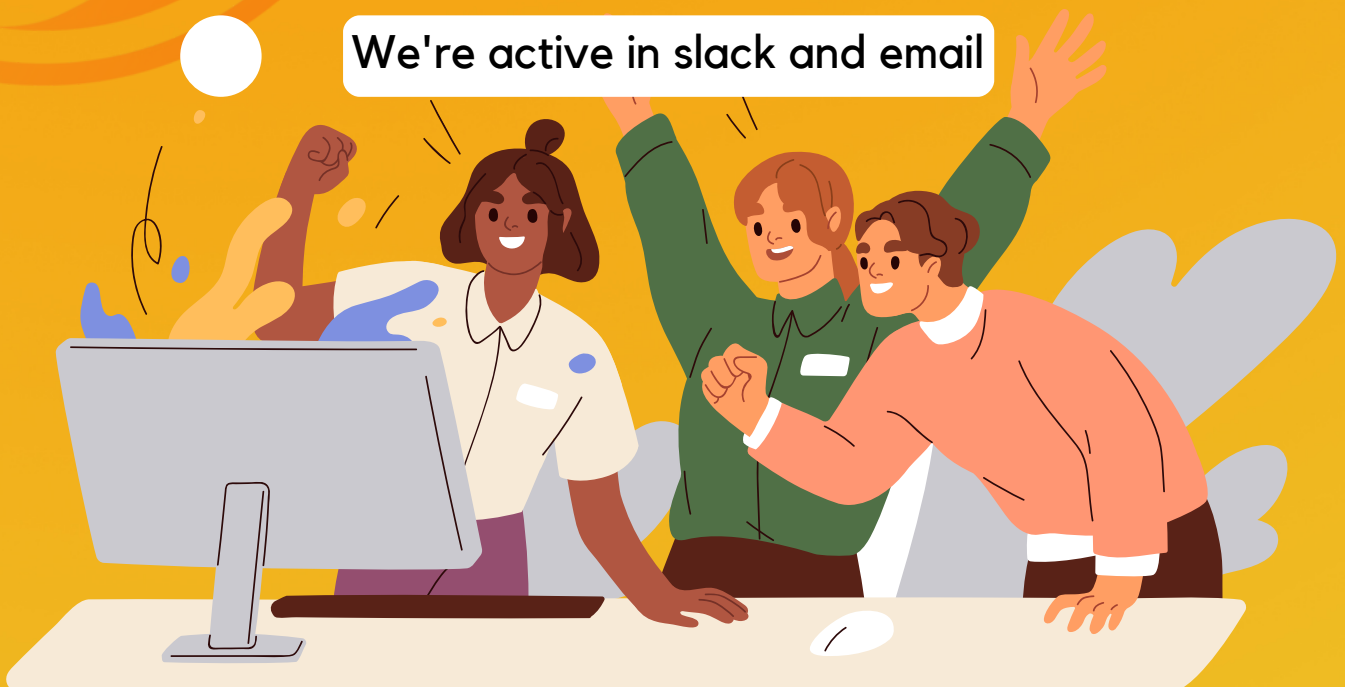
We practice self-awareness



We use Emotional Intelligence



We're active in slack and email



## OWN YOUR JILL'S OFFICE STORY

# WE OWN OUR COMMUNICATION ON CALLS



We are RESPECTFUL



We SMILE



We are ATTENTIVE



We are FRIENDLY



We are GENUINE



## OWN YOUR JILL'S OFFICE STORY

# WE OWN OUR WORK SPACE



Our desk is organized



Our area is clean



Our space is inspirational



We do not keep clutter



We dispose of food and trash



We straighten up every day



Our space is professional



# WE OWN OUR TRAINING



We're open minded



We eliminate distractions



We show up



We participate



We seek feedback



We're team players



## OWN YOUR JILL'S OFFICE STORY



# WE OWN OUR FEEDBACK



- ☐ We welcome it
- ☐ We own the opportunity
- ☐ We ask questions
- ☐ We set goals
- ☐ We show growth

☐ We show gratitude



## OWN YOUR JILL'S OFFICE STORY

# WE OWN OUR GROWTH



- Every day is an interview
- We seek opportunities
- We ask for feedback
- We set goals
- We learn new things



## OWN YOUR JILL'S OFFICE STORY

# PARTING WAYS WITH JILLS OFFICE

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## ***TO DO:***



Provide 2 weeks notice



Submit official  
resignation letter to HR



Schedule your exit  
interview with HR

We support all Jill's  
looking for growth  
even if it means  
leaving us eventually.  
Our goal is to level  
you up.

-How can we help?



# EMPLOYEE BENEFITS

