

TRUST TRAVELS THROUGH THE HANDOFF

Leave the next person ready.
Leave the client's trust intact.



CLIENT + REQUEST

Name who is involved and what they need.



CURRENT STATUS

Say where the work stands now.



WHAT CHANGED

Share new information and action already taken.



NEXT OWNER

Name who owns the next move.



PROMISED TIME

Say when the client expects an update.

INSTEAD OF

"Jordan still needs help."



SAY

"Jordan's room is reset. The display still needs a check. Please update Jordan by 9:15."

INSTEAD OF

"That was their mistake."



SAY

"We're going to help get this resolved."

INSTEAD OF

Answering questions about a client's arrangement.



SAY

"I can help with your visit. I don't share details about a client's office arrangement."



PROTECT TRUST

- ✓ Share only what the next person needs.
- ✓ Move client business to a private place.
- ✓ Check unusual requests with your Manager.



Never leave a teammate to discover a problem you already knew about.