Beginning Farmer Customer Service Checklist

A customer service checklist for beginning farmers. It helps farms handle orders, pickups, questions, and problems in a friendly and reliable way. Print a fresh copy for each project.

Farm / unit: _____ Date: _____ By: _____

ITEM	OK	FIX	N/A
Clear hours and contact info	☐	☐	☐
Orders recorded correctly	☐	☐	☐
Prompt replies to messages	☐	☐	☐
Friendly greeting at pickup	☐	☐	☐
Products as described	☐	☐	☐
Fair policy for problems	☐	☐	☐
Thank customers	☐	☐	☐
Gather feedback	☐	☐	☐
Review service regularly	☐	☐	☐

NOTES / REPAIRS NEEDED

TIP Reply to every customer message on the same day if you can, even with a short note.