Farm Customer Service Template

A farm customer service template for handling questions, orders and problems consistently, so any worker can respond clearly and fairly in the farm's own voice.

Farm / unit: _____ Date: _____ By: _____

Greeting and tone notes

Common questions and answers

How to take orders

How to handle delays

How to handle returns

When to call the owner

Records to keep

Thank-you wording

Hours and contact methods

Review schedule

TIP Keep a short list of answers to the most common questions at the order counter.