DEMONSTRATION · Birch Cleaning · Fictional business

Example response to a buyer

Prepared 5 September 2026

The buyer’s question

How will you keep the cleaning service running when a member of your team is absent?

Example answer

Our supervisor will keep a weekly rota with a named person responsible for each visit. Two members of our fictional team will be trained to cover the regular office-cleaning rounds. Before taking cover, they will receive the site checklist, access instructions and any agreed security arrangements. If an absence affects the rota, the supervisor will confirm the replacement and tell the buyer’s contact before the visit. The supervisor will check the completed work and record any follow-up action.

Why this answer is a useful starting point

Direct response: the rota and trained cover address the absence question.
Clear responsibility: the supervisor arranges cover, informs the buyer and checks the work.
Practical detail: site checklists and access instructions explain how a replacement can carry out the visit. A real response should support these commitments with a cover rota and training records.

What would strengthen its assessment

Add the buyer’s required response times, arrangements for simultaneous absences and a relevant example of successful cover. Check that the team can deliver every commitment. A high mark depends on meeting the actual question and marking criteria with credible evidence; this fictional answer has not been scored.