# Customer Communication Policy

It is important to remain courteous, friendly, and maintain a spirit of helpfulness with each customer. It is mandatory that each technician show maximum respect towards their fellow technicians and customers alike.

* Conversations or communications about company crisis via email and text is prohibited.
* When answering any anticipated questions use the rule of who, where, what, when and why.
* Remember to follow up with the customer when a response is expected.
* All technicians must strive to maintain a professional and civil work atmosphere at all times and refrain from shouting, yelling, or swearing at co-workers and customers.

Inappropriate remarks that discriminates any protected classification including age, race, color, religion, sec, national origin, disability, genetic information, sexual preference and even weight is prohibited and will result in immediate termination.