



Home Visit Guide

Provide Memorable Kindness: Be polite, prompt, friendly, and do your very best.

1. Respect the Home and the Homeowner

- Introduce briefly and clearly to the customer (Name, Company Name, Reason for the visit)
- Be respectful when handling the product
- Listen to the customer, **DO NOT** disturb customer while customer explain the situation.

2. Engage and explain

- Engage the customer. Explain what is causing the issue. (Don't say things like "This is a common problem." "It is not worth to fix this unit, buy new one" "It will break down again soon after fix") ETC.
- Don't blame the customer for problems with the product. Instead, explain the proper use of the product and the dangers of misuse.
- After diagnosis, give an estimated repair time and explain what you will do to fix the issue.
- Take photos of unit and surroundings, and fill up Pre-Repair Assessment Form.

3. Demonstrate to customer

- Briefly summarize the repair and show that the product is working properly.
- Restore any settings that have been unset.

4. If a return visit is necessary

- Explain why you could not fix the product and what you will do next.
- Schedule your return visit while you are at the site.

5. Clean the product and work area.

- TV: Organize cables. Clean surfaces to remove fingerprints. Make sure all settings and connections work. Confirm the software is current.
- Appliance: Clean the repair area. Explain how to maintain the unit.
- Take photos of After-Repair and surroundings, and fill up Post-Repair Assessment Form.

6. Leave a Survey Brochure and let customer know that Samsung will send the Survey for the Service within 24 hours, so that the customer can participate on Samsung survey.

Failure to follow up this guide may cause service rates