

Monitoring Checklist

- ___ Greet the customer upon their entrance.
- ___ Politely listen to the customer's problem and provide feedback.
- ___ Build a positive relationship with the customer.
- ___ Assess the level of skill of the customer through conversation.
- ___ Collect necessary information about the customer and problem and record it.
- ___ If the problem cannot be solved on the spot.
 - Fill out a ticket with all the required information.
 - Make the customer aware of what needs to be done next.
- ___ If the solution can be reached.
 - Make the customer aware the solution in terms that they can understand.
- ___ Ensure that the customer is satisfied with the help provided.
- ___ Ask if there is anything else that the customer needs.