

- 7) Indicate for each Action the most appropriate Customer Service Trait.
- Workplace behavior (hint: there are 5 actions)
 - Communication (hint: there are 5 actions)
 - Attitude (hint: there are 2 actions)
 - Appearance (hint: there are 2 actions)

Action**Customer Service Trait**

- a) Establishing eye contact when talking notes: _____
- b) Eating or smoking on the customer's premises: _____
- c) Being sympathetic to the customer's problem: _____
- d) Always wearing clothing that is clean, and that fits well: _____
- e) Speaking (talking) down to the customer: _____
- f) Asking the customer to describe the problem as he/she understands it: _____
- g) Asking for permission to move furniture or other items in the way: _____
- h) Providing easily understood explanations of problems: _____
- i) Having clean and neatly combed hair; being well groomed: _____
- j) Warning the customer if you are going to cause undue noise: _____
- k) Acknowledging the customer's concerns: _____
- l) Cleaning up waste and mess created by your work: _____
- m) Calming the customer's concerns and fears with a simple explanation: _____
- n) Criticizing the customer's home and/or belongings: _____

2. Preventing property damage

Overview

Purpose

Showing respect for oneself and the customer's property further enhances customer confidence and the gas technician's/fitter's professional image. This Chapter describes the methods that the gas technician/fitter can employ to prevent damage to the customer's property.

- 3) What should be done before using water, power etc., in a customer's home?
 - a) Ask permission
 - b) Check the source for any safety issues and report
 - c) Advise the customer you cannot complete the work unless you have access to the utilities
- 4) What should be done after hearing the customer's explanation of a problem or request?
 - a) Tell the customer you are the expert and you will figure it out for yourself.
 - b) Advise the customer they should learn how to operate the equipment properly.
 - c) Clarify by recapping or paraphrasing the customer's explanation to assure them that they have communicated it accurately to you
- 5) Why is asking the right question in the right way important when dealing with customer concerns?
 - a) It can shorten the time it takes to analyze the problem and will save them money.
 - b) It can not only help to isolate the problem, but it can also make the customer feel he/she is part of the process
 - c) It can prevent you from having to go back to the vehicle to get extra tools.
- 6) After solving a service problem, what should be done to allay further concerns of the customer?
 - a) The customer should be advised how the last person who worked on the system was incompetent.
 - b) The customer should be advised to read the instructions that came with the appliance and try and fix it first before calling.
 - c) A brief explanation of the problem and its solution should be given to the customer.

Objectives

At the end of this Chapter, you will be able to:

- describe methods of preventing property damage.

Terminology

Term	Abbreviation (symbol)	Definition
Professionalism		Conducting oneself with responsibility, integrity, accountability, and excellence for the profession

Methods of preventing property damage

Showing respect for yourself and the customer's property further enhances your professionalism as well as the customer's confidence in you and the company you represent. Some of the more obvious ways to accomplish these objectives are:

- parking and securing your vehicle properly;
- displaying professionalism through personal cleanliness;
- using tools and equipment properly;
- handling and installing appliances properly;
- not using a customer's tools or equipment; and
- cleaning up after the work is complete.

Parking and securing vehicles properly

Practicing proper vehicle etiquette is a means of maintaining good customer relations and projects a personal and corporate professional image to the public at large.

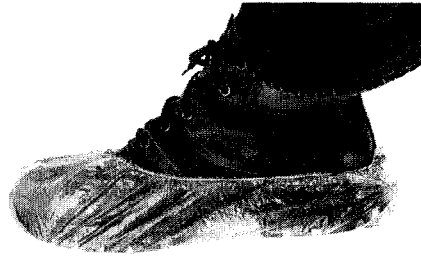
Park service vehicles on the street, not in the customer's driveway. This is a good practice for several reasons:

- It makes the vehicle more visible to the public—which is a good advertisement.
- There is no chance of damaging toys, bicycles, or other objects on the driveway.
- Any oil or fluid spills from your vehicle will not damage the customer's property.
- Children will be less likely to enter or damage the vehicle, especially if it is locked.

Displaying professionalism through personal cleanliness

Ensure that your hands and clothing are as clean as possible. Dirty hands and clothing not only present a poor visual image of both you and the company to the customer, they can also soil and damage the customer's home and furnishings.

Dirty footwear can soil and damage carpets and floors. It is good practice to wear overshoes or boots that you can easily remove. This allows you to wear safety shoes or boots while working indoors.



Using tools and equipment properly

Careful handling of tools and equipment can prevent damage to customers' property. You can accomplish this in the following ways:

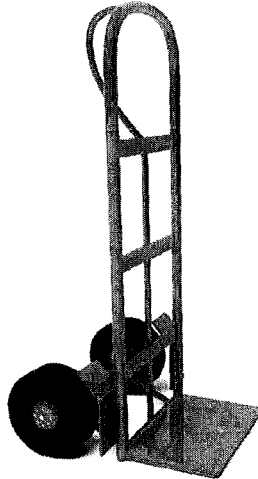
Do...	Do not/never...
<ul style="list-style-type: none"> • Use care and caution when carrying tools and equipment into and out of the customer's premises to avoid possible damage. • When necessary, use padding to protect floors, appliances, and furnishings from damage. • Keep a fire extinguisher at hand when using a torch. 	<ul style="list-style-type: none"> • Place tools or equipment on customer's appliances, furniture, or any other object or surface that may be damaged. • Place magnetic flashlights and tools on customer's appliances, etc.—they can scratch metal surfaces. • Unplug a customer's refrigerator or freezer to obtain power for tools. • Leave a trouble light turned on while it is lying on the floor or near flammable materials—it can overheat and cause discoloration or fires. • Leave unattended torches burning—they can tip over easily and cause a fire.

Handling and installing appliances properly

Before installing appliances, take careful measurements to ensure they will fit into the space provided and that there is adequate door, hall, and stairway clearance and maneuvering space. This will ensure ease of installation and reduce the possibility of damage to the customer's property.

You can use several methods to prevent damage to walls and floors when moving appliances. Among them are the following:

- using protective pads;
- using wheeled carts or *dollies*; and
- *walking* appliances, instead of pushing and dragging them.



Not using customer's tools or equipment

It is not acceptable to use a customer's tools or equipment for several reasons:

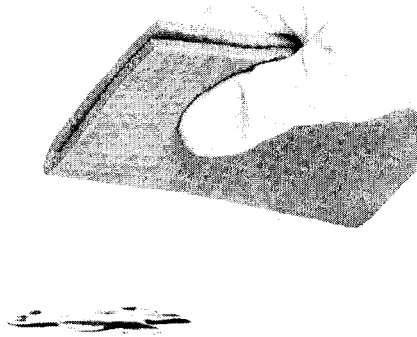
- The tools or equipment may be of inferior quality or in poor condition and unsuitable for the work.
- They may break or malfunction, causing damage or personal injury that could result in an insurance claim or lawsuit.
- They may be lost or damaged and need replacement.
- This creates an unprofessional presence.

Cleaning up

It is proper practice to clean up work areas and any spills and remove all debris and cleaning materials when you finish the work. A proper cleanup should include the following:

- Clean up any spills immediately.
- Use solvents only if they will not cause further damage.
- Remove and dispose of cleaning rags and cloths, etc.
- Clean up excess flux and solder after performing soldering operations.
- Remove all crating and packaging materials.

If an incident occurs that causes damage to a customer's property, immediately report all damage to the customer and to your supervisor.



Assignment Questions – Chapter 2

- 1) What is a good way to ensure your footwear is clean and dry when entering a customer's home?
 - a) Bring an extra pair of shoes for inside
 - b) Wear overshoes
 - c) Wipe your shoes on the customers doormat
- 2) Where should you park your service vehicle when arriving at a customer's location?
 - a) On the street
 - b) Customers driveway
 - c) Both the street and driveway are acceptable
- 3) What electrical appliance(s) should never be unplugged in order to obtain power?
 - a) Television
 - b) Washer or Dryer
 - c) Any appliance connected with an extension cord
 - d) Refrigerator or freezer
- 4) What should be done before moving an appliance into a customer's home?
 - a) Take measurements to ensure it can fit in the space provided.
 - b) Ask the customer to leave and they will see the appliance after it is installed.
 - c) Ask the customer if they know if the appliance will fit in the space provided.
- 5) What should be done if a customer's property is damaged?
 - a) Assess the damage and touch up any small marks before the customer has an opportunity to see it.
 - b) Immediately report all damage to the customer and your supervisor.
 - c) Advise the customer the damage was there before you started.