Customer Processing

1. When customer walks through door, associate will greet them with professional greeting.
2. Associate needs to identify the problem. Ask them what’s wrong with their device.
3. Get the details. Ask them what they were doing before it happened? Has it been damaged or dropped recently? Do they have a warranty?
4. Get their information. Fill out their ticket and double check to make sure all info is correct.
5. Make sure you have what you need. Computer, battery, and charging cable all need to be checked in.
6. Give them a rough estimate of when the device will be finished. If you are unsure, saying a larger amount of time is always better than saying a smaller amount of time.
7. Check out customer. If it’s a basic procedure like removing a virus, you can give a price estimation, but double check with them to make sure all contact info is correct,
8. Give them a professional goodbye and start working on machine.

Continue with process

Recommend they send it back to manufacturer

Yes No

Is it a hardware issue?

Check out customer and give a rough estimation of time/price if asked

Make sure you have all that you need. (Computer, battery, charging cable, etc.)

Get customers information and fill out ticket

Yes No

Is it under warranty?

Identify Problem