Genesis Grant

CTEC 402

HW1

Chapter 1:

**Thinking Critically Questions**

1. A., C.
2. B.
3. D
4. C
5. Jawana can retrieve her paper by going to the Recycle bin (possibly located on her desktop), right click the file she wants to retrieve and press restore.
6. 5 characteristics I would want to see in my computer repair person is good customer service, indepth technical expertise, produces results, able to explain the issue to a non technical individual to their understanding and professionality.
7. Before making an appointment one thing I would do is get details of the issue and any context. Then do research and see if there is any tips that others have tried to assist the issue, if not / nothing has worked I would then schedule the appointment.
8. If I was late to an onsite appointment, I would attempt to contact the customer and notify them of my tardiness give a professional reason and give her notice to move to a later time that day or reschedule to a better day.
9. Before beginning a repair on a software or physical device, I would see what the issue is and the state of the computer currently. Then note everything that the customer has given me. Also confirm there is a backup of the harddrive or information needed.
10. After finishing a repair, I will note everything I have done and make sure the system is running smoothly. Then I will notify customer and report everything for records.
11. A good strategy if conflict arises with a customer is to maintain professionality and allow the customer to express there disdain and attempt to deescalate the issue.
12. If I am stumped with an issue I can always ask other coworkers then escalate.
13. If my cellphone is not working while with a customer I would ask if I can use the customer’s phone.
14. If my customer was not comfortable using technology and we are on a phone call attempting to troubleshoot I would first try to explain everything as simple as I can and allow them to ask any questions if they get lost or stumped somewhere. I would try to explain everything that may confuse them including what certain tools are, how to access things, etc.
15. If a customer did not like certain products or services my company offers I would listen to their complaint and explain the product/service and if they are still not satisfied I would ensure them that their concerns would be heard.
16. C