

OPERATIONAL PROCEDURES for PC Tech

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In this chapter, you will learn how to :

- Present yourself with a proper appearance and professional manner;
- Talk to customers in a professional, productive manner;
- Work with PCs safely using the proper tool;
- Deal with difficult situations with customers;
- Respond to prohibited content properly;
- Identify what are the troubleshooting processes; and
- Use tools properly with safety procedures observed.

All working individuals need to have a professional looking aura. This chapter provides some basic life skills that will enable you to demonstrate the etiquette of being a computer technician. Etiquette means how you dress, act and communicate to your clientele to have a positive impact. After you are well equipped to the beginnings of social graces, this chapter also discusses some of the hazards that you may encounter into your job and the tools you can use to prevent these problems. Rude technicians are not encouraged into this area; thus, they must learn tricks to keep everything organized and safe.

A professional technician should display professionalism in his field of work. Both in physical appearance and in communication as well. These are essential to any profession you are in. Though even if other people will look at you as just a mere technician, practicing all these qualities will uplift you from anybody else in your field.

The Dress Code

Most technicians live in a casual society, and they dress casually. The problem with casual is that perhaps our society is becoming too casual. New technicians sometimes fail to appreciate that customers equate casual clothing with a casual attitude. These technicians think that they are just fixing somebody's computer, but what they are doing is much more than that. They are saving precious family photos, keeping a small business in operation and making their work to proceed. This is a serious work and responsibility, nobody wants an untidy, sloppy person doing these important jobs. Below are two pictures of a non-professional and a professional looking technician.



Non-professional Tech attire



Professional Tech attire

Every company has some form of dress code for technicians. The professional technician is fairly typical example with a company polo shirt, clean khaki pants and dark shoes. Also, proper hygiene is important when dealing with your colleagues or customers/clients since you will be communicating to them when they need your technical help.

Interacting with Customers/Client

Being a good personal computer (PC) technician requires more than just knowing about the hardware and software and how to fix the systems. An extremely important element is the ability to interact with co-workers or customers. You might be the best technician in the world, but if you can't maintain a professional attitude when working with customers, you'll either be unemployed or find yourself working alone in an isolated room, with no room for advancement.

An important principle to remember is that you and the customer/co-worker need to have a collaborative relationship. If you think about a customer/co-worker as an adversary or rival, you'll end up with an adversarial relationship. If you think about customers/co-workers as collaborators, you're much more likely to have rewarding experiences. Remember, they need you to fix the problem. You need them for that job.



A technician interacting with customer

Chapter 1

Laboratory Manual

OPERATIONAL PROCEDURES for PC Tech



Laboratory Activities

- 1.01 How Computer Tech Should Be
- 1.02 Effectively Communicating
- 1.03 Preparing for the Technical Interview
- 1.04 Integrating Safety into the Workplace
- 1.05 Safeguarding Your IT Future - Becoming a Professional

Chapter Analysis and Written Test

Lab Activity 1.01 HOW COMPUTER Tech SHOULD BE

Rude PC technicians are so wrapped up in technology that he is unable to relate to the people around him. Most of us find these traits to technicians where they feel superior to any one since they know these technical stuffs, and unintentionally sometimes insult to the person asking for such technical help. In this activity, you'll work with a partner first to role play the part of the stereotypical rude PC tech and then to role play a professional, well-behaved PC tech. In this way, you'll learn how you should and should not behave as a technician.

Learning Objectives

The plan is to have a partner or classmate to play the role of the customer/client, and you to play the role of the PC tech. Work through the scenario in a live person-to-person role playing, just as if it were real. This activity should take at least 30 minutes.

At the end of this lab, you'll be able to

- demonstrate proper communication skills
- avoid distractions in the workplace

GIVEN A SCENARIO, DEMONSTRATE PROPER COMMUNICATION AND PROFESSIONALISM

- Use proper language avoid technical terms that others cannot understand, acronyms, slang when applicable
- Maintain a positive attitude
- Listen and do not interrupt the customer
- Be culturally sensitive and respectful
- Be on time (if late contact the customer)
- Avoid distractions
 - Personal calls
 - Talking to coworkers while interacting with customers
 - Personal interruptions
- Deal appropriately with customers' confidential materials
 - Located on a computer, desktop, printer, etc.
- Dealing with difficult customer or situation
 - Avoid arguing with customers and/or being defensive
 - Do not minimize customer's problems
 - Avoid being judgmental
 - Clarify customer statements (ask open-ended questions to narrow the scope of the problem, restate the issue or question to verify understanding)
- Set and meet expectations/timeline and communicate status with the customer
 - Offer different repair/replacement options if applicable
 - Provide proper documentation on the services provided
 - Follow up with customer/user at a later date to verify satisfaction

Lab Materials and Setup

The materials you need for this lab are:

- paper and pen for taking down notes
- a clock with a timer
- a space to place chairs so that you can face your partner
- Computer Hardware Servicing Worktext
- a PC with media player to play videos

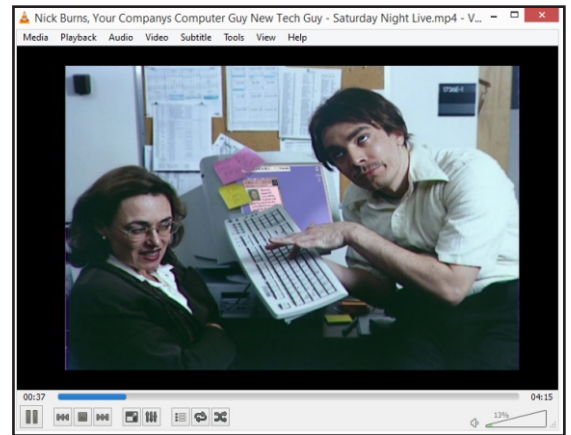
Let's Get the Lab Started

In this activity, one person will act as the PC technician while the other acts as a customer sitting in a cubicle/office table. As the PC technician, you will first try to emulate as many bad communication habits as possible while your partner, the customer, identifies and writes down those bad habits. Then, repeat the process, this time using proper communication skills. You will then trade roles and repeat the scenario.

Step 1 Create a scenario in which a customer would ask for technical support. For example, try "My computer is running slowly and hangs-up when I am trying to run an application". - a common virus infection problem. The person playing the customer should act as if he or she is not technically savvy and is unable to answer any technical questions or understand any terms outside of what might be considered "common." What is considered "common" is up to the person playing the customer, so have fun!



Step 2 Watch short videos of the popular television show **Saturday Night Live**, a series of comedy short videos called “Nick Burns, Your Company’s Computer Guy.” These videos are located in the work files folder in your computer lab. Watch a few of these humorous short videos to see actor Jimmy Fallon portray how insensitive a technician can be in his personal communications. Why are these short videos so funny? What does their popularity tell you about how techs are perceived by our society? Use these videos to get an idea of how to behave during the next step, and how never, ever to behave in real life.



Step 3 Now it’s time for the technician to do his/her thing in a timed scenario. Pretend the customer is sitting in a cubicle. Every computer has an “asset tag number,” and the tech must confirm that number to make sure he/she is working on the right computer. After that, it’s up to the tech! Be as rude as possible (similar to the short videos you have watched), concentrating on the issues listed in **Step 1** of this lab. Your goal is to try to get started working on the PC within three minutes.



As the customer, your job is to describe the problem and answer the tech’s questions to the best of your ability. You want your computer fixed, but you won’t get up until you have confidence in the tech.

As the tech talks, jot down how he/she is rude or inconsiderate to you.



The scenario ends when either the tech is sitting at the customer’s computer or three minutes have elapsed, whichever happens first.

Step 4 Discuss the issues that the customer wrote down. After a quick discussion, repeat the process, this time using good communication techniques. In most cases, the customer will quickly give up her seat and let you get to work.

The scenario ends when the tech is sitting at the customer’s computer or three minutes have elapsed, whichever happens first.

Step 5 Repeat the entire process, this time trading roles. The person now playing the tech should attempt to come up with different ways to be inappropriate, within reason.