**Tech Checklist**

* When your first come in always check if there are any new or outstanding tickets.
* If there are any outstanding tickets, make sure to start on those right away.
* Make sure to also take care of any new customer that come in.
* Once you start working on the computer make sure to write down everything you have done and if it has fixed the issue or if it didn’t fix the issue.
* After resolving the issue make sure to close the ticket.
* After you close the ticket email the customer that you have fixed the issue.
* Then you can move on to your next ticket.