



THE SERVICE CALL BLUEPRINT

Six steps toward creating a great customer experience.



CALL AHEAD

- First impressions count!
- Introduce yourself and your company
- State what you are coming to repair and when will you arrive
- Ask if it's OK to park in the driveway and use the front door
- End the call with a pleasantry, such as "Thank you, I'll see you shortly."



GREET THE CUSTOMER

- Remember, you are an invited guest.
- Arrive on time and well groomed, with a clean uniform and truck.
- Greet the customer by name and introduce yourself again.
- Respect the customer's home by wearing shoe covers and laying down floor mats.



EXPRESS EMPATHY

- Be pleasant, self-confident and sympathetic to the customer's concerns.
- Review the reported concern and allow the customer to provide additional information.
- Explain the repair process.



REVIEW THE DIAGNOSIS

- Be positive.
- Explain your findings in a calm, clear and supportive manner, so as not to agitate the customer.
- Discuss why the problem occurred and whether it could have been prevented.



REPAIR OPTIONS

- Can we fix it? Yes, we can!
- Again, be positive and show empathy.
- If an additional visit is needed schedule the appointment before leaving the home.
- Always build the customer's confidence in the brand.



CLOSE THE CALL

- Provide an invoice of the repair and review the warranty.
- If the appliance is under warranty, inform the customer that they will be receiving a survey via email or text and that it would mean a lot to you and your company if they would complete it.
- Thank the customer for using your company for their appliance service needs. Leave a thank you card.
- Follow up with the customer within two days of providing service, to ensure they are completely satisfied with the repairs.