



TECHNICIAN INSTRUCTIONS – OMEGA TECH SERVICE

APPEARANCE AND BEHAVIOR

Always maintain a neat appearance, cleanliness, and order.

Be polite and respectful toward customers.

If a customer becomes rude or raises their voice — do not engage in conflict; stay calm.

Speak clearly, confidently, and professionally.

Example if customer becomes rude:

"I understand your concerns. Let's work together to find the best solution."

IF WORKING WITH INSURANCE JOB (NOTED IN JOBBER)

At the first visit:

Inform the customer that a diagnostic will be performed.

If possible, repair the unit immediately.

If parts are needed, place the parts order.

Do not promise delivery times. Say:

"Parts typically arrive within 3–5 business days, but delays from the manufacturer are possible."

If the problem occurs again:

Explain:

"Sometimes, one failure can cause another issue to develop."

PHOTO/VIDEO AND DOCUMENTATION

When entering the home, take photos before diagnosing — document any visible damages, scratches, or equipment condition.

Take photos after the repair as well.

If necessary, record videos.

Enter all notes and job results into the CRM system (Jobber).

LIMITED ACCESS

If access to the appliance is blocked (e.g., furniture, cabinets), politely inform the customer that they must provide access.

Example if access is blocked:

"To proceed safely and efficiently, I kindly ask that the area around the appliance be cleared. Thank you!"

Technicians are not required to move furniture or disassemble household items.

INSURANCE CUSTOMER

Make sure to inform the customer:

"All repair data and documents will be submitted to the insurance company. Only the insurance company decides on the next steps."

PARTS MANAGEMENT

Keep track of the inventory of parts.

Notify your supervisor if something is low in stock or has been used.

COMMUNICATION AND SUPPORT

If you are unable to reach a customer, stay in touch with the dispatcher.

In case of any issues or complications — immediately notify the dispatcher.

Example if facing an issue:

"Hello, I'm currently facing [issue] at the job site. Please advise on how to proceed."

Omega Tech Service – Internal Use Only

Technician Instructions – Omega Tech Service

