



VISIT SCRIPTS

STARTING A VISIT:

"Good [morning/afternoon], my name is [Technician's Name] from Omega Tech Service. I'm here for your scheduled service appointment. May I please inspect the unit?"

BEFORE STARTING DIAGNOSTICS:

"I'll begin with a diagnostic to determine the issue. Once I complete the inspection, I'll explain the next steps."

IF ISSUE IS IDENTIFIED AND CAN BE FIXED IMMEDIATELY:

"I've identified the issue. I can proceed with the repair now if you'd like. I'll explain everything once it's complete."

IF PARTS ARE REQUIRED:

"Based on the diagnostic, we'll need to order parts to complete the repair. Parts typically arrive within 3–5 business days, but sometimes there may be delays from the manufacturer. We'll keep you updated once they arrive."

IF CUSTOMER ASKS WHEN PARTS WILL ARRIVE:

"Unfortunately, I cannot guarantee an exact delivery date because it depends on the supplier and shipping. But we typically expect parts within 3–5 business days."

IF ACCESS TO UNIT IS BLOCKED:

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

IF CUSTOMER IS RUDE:

"I understand your frustration, and I'm here to help. Let's work together to find the best solution."

IF A REPEAT FAILURE OCCURS:

"Sometimes one malfunction can cause another issue to develop. I'll recheck everything and advise you on the best next steps."

INSURANCE CUSTOMER NOTICE:

"Please note: all service data and documentation will be submitted directly to your insurance company. The insurance company will make the final decision regarding further actions."

IF REPAIR CANNOT BE COMPLETED:

"Unfortunately, the repair cannot be completed today. I'll document the situation, and our office will contact you with further instructions."

ENDING A VISIT:

"The service for today is complete. I've updated the notes in our system. If you have any further questions or concerns, please feel free to contact Omega Tech Service. Thank you for choosing us!"

IF UNABLE TO REACH CUSTOMER:

"I attempted to reach the customer at [time], but there was no response. Please advise on how to proceed."