



TECHNCIAN'S RESPONSIBILITIES

POLICIES AND PROCEDURES

THE MISSION

Mission Statement

The Appliance Doctor exists to provide the most courteous, prompt, and honest appliance repair service available.

The Customer Experience

A *Great Experience* is the most important thing that any company can give to its customers. The customer's experience determines whether they will return and what they will tell their friends. **Customers judge their experiences based on the interactions they have with each of the company's associates.**

Everything a company's associate does and every decision an associate makes must be with the customer's experience in mind. This includes attitude, manners, conduct, tone of voice, keeping promises, personal appearance, hygiene, etc.

The Appliance Doctor must charge a premium but fair price for its service; therefore, it must provide and maintain a consistent, premium, and high level of quality in all it does and its reputation must be impeccable.

This means that The Appliance Doctor's associates must have the good spirit and mind to be disciplined, determined and diligent in their pursuit of making their customers' experiences great ones.

The Appliance Doctor's Mission Statement (above) describes the experience that its customers should receive. The Appliance Doctor's company values describe the behaviors needed to achieve the mission.

Customers have chosen The Appliance Doctor, out of many, with which to spend their money. We, as associates of The Appliance Doctor, owe them excellence.

COMPANY VALUES

Courtesy

Courtesy is everything. As associates of The Appliance Doctor, we will always strive to conduct ourselves in a professional, kind, and understanding manner at all levels and on all fronts, showing respect to all customers as well as each other, always viewing things from the other person's perspective. We shall always remember to say, "Please" and "Thank You" to customers as well as other associates.

Promptness

1. We will work with each customer to arrange service at the earliest possible date and time.
2. We will strive to arrive at the customer's home or business within the promised time. If we find ourselves running late, we will notify the customer at least one hour before the end of the time scheduled.
3. We will reschedule order part returns ASAP. Never should a customer have to call the office to see if her part has arrived.
 - a. Each technician will attempt to schedule his/her order part returns while at the customer's home if possible.
 - b. The office will promptly attempt to schedule all order part returns that the technician has not scheduled.
4. We will make Call Backs a priority, and work with the customer to arrange service at the soonest date and time.

Honesty

We will charge the customer a fair but profitable price for our services. We will never intentionally install parts not needed or charge for work not performed.

Professionalism, Kindness, and Understanding

We will always speak with the customers and others in a most friendly and respectful way that focuses on and addresses their needs. We will exhibit patience with excellence, **purposefully intending** to make the customer feel a part of The Appliance Doctor family. We who have person to person contact with our customers will maintain a clean, neat, friendly appearance.

TECHNICIAN'S RESPONSIBILITIES

The technician shall do his best make his customer's experience a great one.

1. **The technician shall remember that courtesy is everything** and will always portray the best image possible.
2. The technician shall always wear a clean neat uniform. The uniform shall consist of company issued shirts and technician supplied black "dressy" work slacks or shorts. (The technician shall not wear blue jeans, cargo style pants or shorts with multiple pockets, or pants with holes.)
3. The technician shall always keep himself clean and well groomed. Neatly trimmed facial hair is allowed.
4. The technician shall never carry a "cigarette smoke smell" into any customers home.
5. The technician shall always portray safe, courteous and friendly driving habits. The Appliance Doctor's service vehicles are a moving bill board. The public perceives the way a company vehicle is driven to portray the company's attitude. Drivers of company vehicles are to be extra courteous.
 - a. The technician and any passengers shall always wear a seat belt.
 - b. The technician shall abide by all Georgia Distracted Driving Laws.
 - c. The technician shall not text, use iPad, or use any other electronic device while driving that may hinder safe driving.
6. The technician shall maintain his service van to be clean, neat, and organized.
 - a. Trash shall be removed daily. Old parts and bagged trash can be returned to the office in the night time delivery box.
 - b. Parts shall always be placed in the proper bins in the van.
 - c. The outside of the van shall be washed regularly to maintain a clean appearance.
 - d. Oil shall be changed every 3000 – 4000 miles. (Jiffy Lube Fleet Account)
 - e. Oil leaks shall be addressed immediately. If there is an oil leak, the technician shall park his vehicle on the street if possible, or place a piece of cardboard under the van to keep oil from leaking onto the customer's driveway.

- f. If the service vehicle is in need of repair the technician shall notify The Appliance Doctor's office and arrangement will be made to have it repaired and another van delivered to the technician.
7. The technician shall do his best to arrive to the customer's home within the promised time frame (1st call 8:00am in most cases). If the technician finds himself running late, he shall have the courtesy to call the customer and let them know.
8. The technician shall always call the customer when he is on his way to her home. The technician shall call all the numbers he has and leave a message on each number should he not get an answer. If the technician cannot contact the customer he shall call The Appliance Doctor's office and they shall also call and leave messages at all the numbers available. If there is still no contact with the customer, the technician may proceed to the call if within 5-10 minutes otherwise he shall proceed to his next call.
9. The technician shall greet the customer with a smile and introduce himself when entering the customer's home. "Hi Mrs. Jones. My name is John."
10. The technician shall always show respect for the customer.
11. The technician shall always maintain eye contact with the customer when talking with her or him.
12. The technician shall always show respect for the customer's property.
 - a. The technician shall never carry a "cigarette smoke smell" into any customers home.
 - b. The technician shall always have clean booties available. These shall be worn if the technician's shoes are dirty or if the customer requests.
 - c. The technician shall always wash his hands in front of the customer before working inside a refrigerator, freezer, ice machine, dishwasher with clean dishes in it, etc.
 - d. The technician shall never place his tool box on the counter.
 - e. The technician shall always use a work mat on which to lay his hand tools.
 - f. The technician shall always use floor protection when moving any appliance. The technician shall always inspect floors for previous

- scratches and/or damages and point them out to the customer before proceeding to move the appliance. The technician must accept responsibility for pre-existing damages not pointed out to the customer.
- g. The technician shall always keep water from standing on wood floors so that no water damage occurs and so that the customer doesn't perceive that water damage might occur. The technician should have and use his own towels.
13. The technician shall always do his best to perform a proper and correct diagnosis in a timely fashion.
 14. The technician shall obtain the needed part numbers, the customer's price, and the availability while at the customer's home.
 15. The technician shall always explain the repairs and the cost with COD customers before repairing or ordering parts. This quote shall be written on the invoice and a copy given to the customer if ordering a part or giving a 30-day quote. He shall also explain that any part purchased from and installed by The Appliance Doctor has a lifetime warranty per the written warranty at the bottom of the customer's invoice receipt.
 16. The technician shall collect the Home Call fees on the first trip out and also collect in advance for any special order, non-returnable items. Any items that Fox Appliance Parts does not stock are not returnable. The technician shall write on the invoice that this is a non-refundable charge. If the technician ordered the wrong part or misdiagnosed the problem, then the customer will receive credit or refund for the part which was paid for in advance.
 17. Although parts must be ordered for many calls, the technician should complete the call on the first trip if possible.
 18. The technician shall price truck stock parts according to the truck stock price list given to him by The Appliance Doctor. The technician shall price ordered parts in accordance with the pricing formula given him by The Appliance Doctor.
 19. Should the customer ask for a lower parts price for any reason, the technician may offer the customer the suggested retail price, but the part and labor would only be 90 days instead of lifetime parts and one year labor. The technician must write this on the invoice. The

technician should never offer this lower price to the customer on his own.

20. The technician shall leave a written quote with the customer when ordering parts and retain one copy for himself so he will have this information when he returns.
21. The technician, in most cases, shall attempt to schedule his order part returns with The Appliance Doctor's office while at the customer's home. If the technician is unable to schedule the return visit while in the home, he should not give any indication of when he will return to install the parts ordered. He can only say that the office will call to schedule when the part comes in.
22. If the technician is ordering parts after hours, he shall follow the following procedure:
 - a. He shall call office and leave message containing all of the following:
 - i. Work order number
 - ii. Customer's last name
 - iii. Part numbers and names of parts to be ordered
 - iv. Whether or not Fox has the part and which location
 - v. Amount of time required to complete repair
 - b. The technician should say: "Please call this customer today to reschedule OP Return" in front of the customer so she can hear that he left the message. He also should write on his invoice: "Office to call to schedule OP in addition to leaving a message.
 - c. He must not give an indication of when he will return
23. The technician shall always test the machine for proper operation after repairing. Final testing should be done after the machine is reinstalled into its normal operating position.
24. The technician shall always check, double, check, and triple check for leaks on any machine involving water. Water damages are usually very expensive to repair (averaging in thousands of dollars) and are almost always a result of technician negligence. Fittings, hoses, installation, etc. should be checked, double checked and triple checked on any appliance involving water and should be tested and checked after the machine is reinstalled into its normal operating position. All drain hoses should be tied down. The technician may be

liable for 50% of the Appliance Doctor's insurance deductible should damages occur due to the technician's negligence.

25. The technician shall clean up his work area, leaving the area as clean as or cleaner than when he arrived. He should use company furnished towels and cleaners. Each technician should have a small wet/dry vacuum on his truck.
26. The technician shall always thank his customer for her business and explain what other appliances The Appliance Doctor repairs.
27. The technician shall always give the customer a sticker and a gift, placing an additional sticker in the appropriate place on appropriate appliances with the customer's permission.
28. The technician shall always follow through promptly with any promises made to the customer.
29. **Smokers: Smokers must never carry a "cigarette smoke smell" into any customer's home.** Most people are offended by "cigarette smoke smell" especially when brought into their homes. Many customers even request a non-smoker. The technician must never allow his clothing or breath to smell like cigarette smoke. Febreze is known to eliminate odors on clothing. Smokers should keep a bottle and use it before each call after smoking. Customer complaints of their house smelling like smoke after the technician has left will not be tolerated. A smoker must put out his cigarette several miles from his service call and roll his window down to air out his clothing. The technician must never wait and put out his cigarette while pulling into the customer's driveway. Carrying a cigarette odor into a customer's house is disrespectful. Keep breath mints and use them before each call after smoking.
30. The technician shall always be as productive as possible. The technician shall:
 - a. call for technical help if needed.
 - b. test each machine thoroughly to eliminate call backs.
 - c. check that he has the right part before going to the customer's home. He shouldn't wait until he arrives at the customer's home to find that he has the wrong part. Should he receive the wrong part, he should call the office immediately to make the necessary arrangements.
 - d. promptly turn in all ordered parts that he does not use.

- e. promptly turn in any part with a dud allowance.
- f. write down all warranty parts ordered on a warranty call even if not used.
- g. clear all of his calls each and every day.
- h. not schedule two man calls unless absolutely necessary. The technician should not hurt himself, but if two men are absolutely necessary on a COD call, then the customer should be charged an additional trip charge at the second appliance rate and 1.5 times labor for the 2nd technician.
- i. set up his ordered part returns while in the customer's home if possible.
- j. charge the minimum labor on any repair. The technician must not undercharge for Labor. (Many times appliance repair is more difficult than plumbing or electrical and they are known to charge more for much simpler jobs.)
- k. charge appropriately to check additional appliances.
- l. Focus on his work and getting to his next call ASAP. The technician should be friendly and courteous but should avoid getting into lengthy personal discussions with the customers.
- m. Use his best judgment in correcting installation problems. If an installation problem needs to be corrected on a warranty or service contract call, the technician shall explain to the customer that the problem is not due to the fault of the appliance and the correction is not covered. If the technician is able to correct it, then the customer will have to pay for the additional labor. On Whirlpool warranty calls, Whirlpool will pay for the service call but the customer has to pay for any additional time to correct it. If it is minor such as the dishwasher door hitting the cabinet and it takes a minimum time to correct then the customer does not have to pay. The technician should use his best judgment.

Remember that The Appliance Doctor is a high-quality service company. We must maintain a prompt, clean, friendly, courteous and professional image: Clean appearance, friendly attitude, true empathy and concern for the customer.

SATURDAY PAY

Working Saturdays is not mandatory for The Appliance Doctor technicians. Technicians may work Saturdays if they so wish and the calls are available. Saturday calls will be a mixture of COD, warranty, and service contract calls. They could also include Call Backs on other technicians. If the technician has worked at least 40 hours during the previous week, then Saturday pay will be paid at the technician's regular overtime rate plus a bonus if applicable. The calls dispatched to the technician are not "cherry picked" to the advantage of the company or the technician. The calls will be taken and scheduled as they come just as they would be any other normal working day. Saturday technicians must understand that some Saturdays may result in a large bonus and some Saturdays may result in no bonus. The Appliance Doctor office is not open on Saturdays. The bonus is based on the Home Call and Labor collected for that Saturday.