

ensure the customer on the phone that you will have someone there as soon as possible.

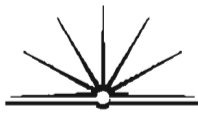
Get tradesperson to ring customer before arriving to confirm ~~the~~ service call.

When arriving introduce yourself and name of company.

Sign in and ask to speak to the customer who rang.

Introduce yourself to him.

Ask the customer questions about what happened. And around what time



~~the~~ Also find out what was turned on before loss of power.

~~if overloading may be a cause~~

~~and~~ Check circuit board to see which power circuits have tripped.

Make sure all machines are off before turning back on.

He proceed to turn on machines one by one to check for overloading

if so make a suggestion to run a new power circuit to overloading machine