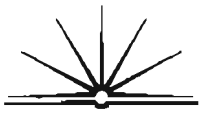


The first thing that you would do in this situation is start by apologising to the customer about any inconvenience this may have caused. After doing that you should just make sure that everyone is alright and that no one is in any immediate danger. When you have done this you would communicate to the customer that you are sending people to come and fix the problem but you must be careful that you do not make any promises because if something was to go wrong and the promise you made to the customer was not met <sup>or</sup> then this could irritate them further. You could then reassure the customer that the problem will be fixed as soon as possible and you will do all you can to fix the matter. After the problem has been fixed it is important that you negotiate how much



production time and money the customer has lost due to this problem and agree on what can be done to ~~get~~ make up for the money and production time they have lost. Also another way to get feedback on this issue could be to ask the customer about how <sup>your</sup> the company could do things better in the future. Finally the last thing to do is to find out what caused the loss of power and to document a plan in the future so if the same problem arises again you will know how to resolve it quickly and efficiently.