

Prepare for a Successful Customer Visit

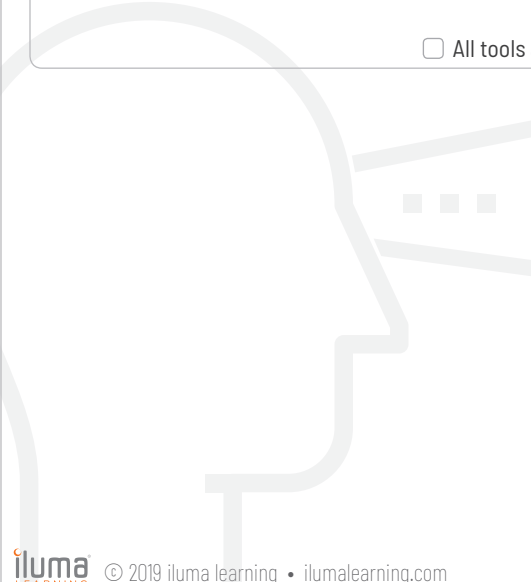
Get focused and present on the customer you're about to visit. Think through the tools and resources you'll need to troubleshoot or complete the repair as well as any questions you need to ask.

Customer Name: _____ **Reported Problem:** _____

Tools Needed for the Job

Questions I Need to Ask

All tools are organized in my truck

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1. Check your mood & hit your personal reset button
 2. Eliminate distractions
 3. Get focused on your customer
 4. Plan and prioritize your visit while driving to the job site
 5. Be present with your customer when you arrive
 6. Stay focused on the task at hand
 7. Document and communicate clearly and immediately