

# Field Technicians: Personal Performance & Success

## How you show up

Strong confidence, a positive attitude and deep knowledge will win your customers over every time and keep them coming back to you.

- ✓ Clean, neat and looking good = professional and ready for business.
- ✓ If you're organized, you're more confident and efficient. Be on time.
- ✓ Eat breakfast. Eat a good lunch. Keep your body and your mind fueled.

**PRO TIP** while driving to your next customer, check your frame of mind—take a deep breath and “reset” when needed. Focus on your customer & set your intentions for the visit.

## How you win

Set yourself up in advance for a successful tomorrow and a positive attitude comes naturally. At the end of each day: submit all of your documentation; organize your truck and fill the gas tank; and plan the next day so you are ready to go in the morning.

## Challenge yourself:

Become the “Go-To” person for service knowledge at your branch. Schedule an hour each week to increase your personal knowledge base—plan your own personal learning track, commit to it and reward yourself.

Ask for help and support when you need it!