

A Day in the Life of a Technician Script Excerpt
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NARRATOR

Welcome to the course, “A day in the life of a Whirlpool Corporation Factory Certified Technician.” During a busy day, it can be difficult to juggle multiple priorities and responsibilities. This course will help you navigate those priorities in order to best meet your customer’s needs. Let’s get started.

TIP: This Level 2 course, “A Day in the Life of a Technician,” walks you through a series of video scenarios you may encounter during the course of a typical workday. As you watch each scenario, be on the lookout for how you could improve on the customer service skills initially shown. After the scenario, you’ll be given the chance to suggest how the service technician should have responded. Going through this course, you’ll learn about Whirlpool Corporation’s recommendations for superior customer care.

INT. ROOM

GRAPHIC

The morning routine

NARRATOR

Your job as a technician starts as soon as you get up in the morning. A poor first impression will give your customers a negative impression of the entire service call, no matter how well the rest of it goes or how well the repaired appliance works.

Technician not in uniform, sleepy, yawns. Technician puts on a wrinkled and slightly soiled uniform, grabs a doughnut for breakfast.

GRAPHIC

How can you best improve this morning routine?

1. Make sure you have a healthy breakfast (incorrect)
2. Make sure the uniform is cleaned and ironed (correct)

Technician (freshly showered, shaved and groomed) puts on a clean and ironed uniform.

1. NARRATOR

Incorrect. While eating a healthy breakfast is an important part of a healthy lifestyle, providing a positive first impression with a clean and ironed uniform is more critical for good customer service.

2. NARRATOR

Correct. Having a professional appearance is a key part of customer service. First impressions count, and customers trust you more if you are dressed appropriately in a clean and ironed uniform.

EXT. DRIVEWAY-TRUCK

GRAPHIC: The morning commute

NARRATOR

During your commute to work, remember that the truck is a rolling billboard with Whirlpool Corporation's name on it. Rude behavior on the road and rushing can lead to negative impressions and the loss of future business.

Technician walks out the door towards his truck. Technician looks at his watch, panics and jumps in his truck. While driving he shakes his fist at another driver, then lowers the window and yells. Cut to the offended driver complaining about the incident to a friend.

GRAPHIC

How can you best improve this commute?

1. Plan for traffic delays (incorrect)
2. Drive courteously (correct)

Technician checks to make sure all of the equipment is in the back of the truck before driving to the office in a conscientious manner.

1. NARRATOR

Incorrect. While arriving to work on time is important, how you drive during your commute is even more critical, both for your safety and for the safety of those around you. Regardless of your schedule, obey all traffic laws.

2. NARRATOR

Correct. How you drive during your commute is critical, both for your safety and for the safety of those around you. Courteous behavior on the road can also lead to positive advertising and future business.

TIP: Giving yourself ample time to commute makes for a more relaxing routine and helps ensure you won't forget important equipment at home.

Results/Ending (Based on level of Customer Satisfaction achieved)

1. Poor

Technician looks frazzled, shakes his head wondering what went wrong.

NARRATOR

It looks like you've still got quite a few things to learn about balancing your priorities as a Factory Certified Technician. Please try this simulation again before attempting the test!

2. Average

Technician looks disappointed, wishing he could have done better.

NARRATOR

It looks like you've still got a few things to learn about balancing your priorities as a Factory Certified Technician. Think about trying this simulation again!

3. Good

Technician gives a curt nod, acknowledging he did okay.

NARRATOR

It looks like there's still one or two things for you to learn about balancing your priorities as a Factory Certified Technician. You may want to try this simulation again!

4. Great

Technician gives a big grin and a thumbs up. Well done!

NARRATOR

You've clearly mastered the balance of priorities needed for superior customer care as a Factory Certified Technician. Well done!