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# SERVICE BENRICH SERVICE COMPANY TRAINING PROGRAM©

## Service Call Dialogue

**The Goal:** The goal is to get the issue fixed with the right solution, high-quality workmanship and in a timely manner. We want the customer to feel at ease with a positive experience. We have listed sample dialogue below to help you with this process.

### Checking in:

1. **Purpose:** Explain why you are there. "I'm with Benrich Service Company, I understand your property is experiencing issues with [    ]. I'm here to help get you back up and running as soon as possible, can you let me know more about the issue your experiencing?"
2. **Service History:** "Any other recent plumbing issues I should be aware of?"
3. **Identify decision maker:** "Once I troubleshoot the issue, who should I talk to regarding my findings and any needed repairs?"

### Getting repairs approved and checking out:

#### 1. Getting repairs approved

- a. "Thank you for your patience, after troubleshooting the issue I was able to determine..."
  - i. Showing pictures, showing a bad part or having the customer come look at the job in person is very helpful.
- b. If an estimate is required before making the repair, go over the estimate and explain all charges to the customer before getting their approval and signature.
  - i. "I've prepared an estimate for the repairs needed to get you back up and running. Here are the details..."
  - ii. "In order to approve the repairs, I'll just need your signature here..."

#### 2. Checking out

- a. "I've finished all necessary repairs and cleaned up my work area so you are back up and running"
- b. "This paperwork explains my work performed today, if you wouldn't mind looking it over and providing your signature and initials right here..."
- c. "Is there anything else you need or questions I can answer?"
- d. "Thanks for calling us today, we really appreciate your business. Just so your aware, we also offer boiler, water treatment, plumbing and air conditioning services so please keep us in mind for any future needs."

### **Remember, don't leave the property without...**

1. Customer signatures on your paperwork, no verbal checkouts
2. Customer payment - if a customer is COD (Cash on Delivery), you are required to collect payment before leaving the property