

## ***Originally Published in October 2012 Installs Technician Newsletter***

### **Improving Your Net Promoter Score (NPS) – Tech Unprofessional: Tech Soft Skill, Appearance, Behavior**

When you finish a job, Installs contacts the customer via telephone survey asking for feedback on their experience. The responses are captured and then reviewed by Installs.

When customers tell us that any part of their experience was negative, the reason they cite is considered an NPS “detractor.” NPS detractors reflect on your performance and can reduce the volume of work Installs routes to you.

Over the next several months, we will highlight some of the most common and most avoidable NPS detractors, along with suggestions to improve performance and Net Promoter Scores.

This month we feature the NPS detractor most often reported by customers, **Tech Unprofessional: Tech Soft Skill, Appearance, Behavior**.

Here are a few of the problems customers repeatedly report when they tell us that their technician was unprofessional:

- The technician was rude, impatient, insulting, and/or used profane language
- The technician arrived late without prior notification
- The technician’s manner of dress was unprofessional
- The technician’s personal hygiene was offensive
- The technician tracked in mud, left dirty fingerprints, and/or job-related debris in the customer’s home

All of these issues are unacceptable and all can be prevented with very little effort. It is important to remember that your behavior reflects not only on you, but also on the client.

Let’s look at some strategies to help avoid the issues:

#### **The technician was rude, impatient, insulting, and/or used profane language.**

- Remember that the customer has paid for your time and your expertise; they have not paid to be treated badly.
- Customers may not have technical knowledge; be sure to use language and a pace they can follow when you explain the new system.
- Never make negative remarks about the customer’s intelligence, level of technical knowledge, lifestyle, condition of the customer’s home, work completed by the customer or another technician, the product(s) the customer purchased, the client, or Installs.
- Always maintain positive, professional interactions with the customer. Do not resort to cursing or using disrespectful language or tone if a situation becomes heated.

#### **The technician arrived late without prior notification.**

- Review your jobs and your route the day before to ensure that you know where you are going and what equipment and parts you will need.
- If you are running late for a job, or if you are not going to make it to a job at all, call Installs before the end of the scheduled appointment window so we can proactively notify the customer.

#### **The technician’s manner of dress was unprofessional; the technician’s personal hygiene was offensive.**

- Wear the approved Installs uniform. For details, see the document, [“Installs Tech Dress Code Policy”](#) under “Manuals” on your DOLI homepage.
- Ensure that your work clothes are clean and wrinkle-free each day.
- Address personal hygiene on a daily basis.
- Keep breath mints and/or mouthwash in your truck to freshen your breath after food, coffee, and smoke breaks.

- Keep pre-moistened wipes, a towel, and a fresh shirt in your truck in case you need to clean up between jobs.
- Use a public restroom to wash your hands between jobs.

**The technician tracked in mud, left dirty fingerprints, and/or left job-related debris in the customer's home.**

- Use clean shoe covers whenever you enter or re-enter a customer's home.
- Keep pre-moistened wipes and a towel in your truck in case you need to clean up between jobs.
- Use a public restroom to wash your hands between jobs.
- Do a final walk-through of the work area before leaving the site; make sure that you pick up, wipe up, and clean up any mess or trash you may have left behind.

For advice on improving your NPS, please contact Installs' Field Relations department (1-888-490-4321) for assistance.

## **Originally Published in November 2012 Installs Technician Newsletter**

### **Improving Your Net Promoter Score (NPS) – Sub-standard installation: Demonstration/Review of Services**

*In this three-part series, we highlight common yet avoidable NPS detractors and tips for improving performance and NPS.*

When you finish a job, Installs contacts the customer via telephone survey to ask for feedback on their experience. Their responses are captured and reviewed by Installs. When customers tell us that any part of their experience was negative, the reason they cite is considered an NPS “detractor.” NPS detractors reflect on your performance and can reduce the volume of work Installs routes to you.

A detractor that customers commonly report is **Sub-standard installation: Demonstration/Review of Services**, indicating that they are dissatisfied with the product instruction, or lack thereof, provided by their technician. This category also includes the technician’s efforts, or lack thereof, to test the product/system to ensure that it is working properly.

It is very important for all technicians to realize that customers do not deal with electronics and appliances on the same level that you do every day. Customers may not be familiar with the newer technology that today’s consumer products use; this is why many of Installs’ SKUs include a customer demonstration/training of the new product(s). Technicians cannot pick and choose when to provide customer demos/training; if a Scope of Work includes a demo or training for the customer, you are required to provide it – it is part of the service the customer paid for.

Depending on the type of SKU and the client, the language outlining the demo/training in the Scope of Work may vary. Below please find some examples:

- “Demonstrate features and train on basic system operation.”
- “Provide system orientation.”
- “Provide an educational demonstration of the newly purchased equipment.”
- “Installer will provide a checklist-driven basic review of service to familiarize the customer with the basic use of their system.”
- “Technician checks and verifies that all user functions are operational. When performing this check, technician walks through a demo with the customer to show the customer basic operations of their new appliance.”

Remember, you represent the client when you are onsite. When you do not show the customer how to use their new equipment you leave them with the impression that you do not care, or that you do not know how the product works. Take the time to perform the demo and get the customer started on the right foot with their purchase.

The following tips can help you effectively educate the customer on the equipment and ensure that the product/system is working:

- Thoroughly read the Scope of Work for each job to ensure that you perform all of the necessary work, including customer demo/training.
- Keep your product knowledge current so you can perform quality installations and provide useful demonstrations.
- Use language the customer can understand; avoid technical jargon.
- Place all product manuals in the customer’s hands and advise them to keep the materials for reference. **NEVER** throw product manuals in the trash or take them out with packaging debris. Make a point of providing these items to the customer on every job.
- Always test the product/system to ensure that it is working properly (see table on next page)
- Show the customer how to perform the basic functions of the new equipment (see table on next page)

## Testing and Demonstrating the Equipment

	Ensure that the job is complete:	Provide a demonstration/training to the customer:
<b>Home Theater</b>	<ul style="list-style-type: none"> <li>All equipment is connected to power</li> <li>Component connections are secure</li> <li>System produces sound as expected</li> <li>System produces picture as expected</li> <li>All connected components work</li> <li>Remote works as expected</li> </ul>	<ul style="list-style-type: none"> <li>All customer purchased equipment has been installed</li> <li>Customer can turn on, change channels, find guide for TV</li> <li>Customer can play media – blue-ray, cd, mp3</li> <li>Customer can connect to online content, if included</li> <li>Speakers have been adjusted and demonstrated to customer</li> <li>Review any wire concealment or wire routing and make sure customer is satisfied</li> <li>All connections and wall entries are of professional quality and use proper plates and connectors</li> <li>Clean up all debris; vacuum and drop cloths are essential</li> <li>Review work areas with customer to show that no damage is left and any concerns are addressed onsite</li> <li>If Customer Acceptance Form is included, it has been completed openly with customer</li> <li>Refer any post-installation questions to Installs' call center</li> </ul>
<b>PC</b>	<ul style="list-style-type: none"> <li>All equipment is connected to power</li> <li>Peripheral connections are secure</li> <li>System starts up as expected</li> <li>Internet/wireless connection works</li> <li>All connected peripherals work</li> <li>Data transfer is complete</li> </ul>	<ul style="list-style-type: none"> <li>Customer has all usernames and passwords written down</li> <li>Customer knows how to power up/down PC and peripherals</li> <li>Use the installs Real-Time Order Closeout website (<a href="http://closeout.installs.com/">http://closeout.installs.com/</a>) to close out the order</li> <li>Run a test print</li> <li>Show customer location of transferred data</li> <li>Send a test email from and to the customer's account</li> <li>Show customer how to access saved emails</li> <li>Show customer how to connect to all peripherals</li> <li>Show customer clean scan on virus removal</li> <li>On a hardware swap, show customer that problem is fixed</li> <li>Leave all hardware with customer</li> <li>Show that you have deleted any files transferred via your own media</li> <li>If Customer Acceptance Form is included, it has been completed openly with customer</li> <li>Refer any post-installation questions to Installs' call center</li> </ul>
<b>Appliances</b>	<ul style="list-style-type: none"> <li>All equipment is connected to power</li> <li>All electrical connections are secure</li> <li>All plumbing connections are secure</li> <li>There are no leaks</li> <li>Mounts are level and secure</li> <li>Run a full cycle</li> </ul>	<ul style="list-style-type: none"> <li>Show customer how to perform basic functions:                             <ul style="list-style-type: none"> <li>Select cycle, water temp, start (dishwasher)</li> <li>Timed cook, program cook, power adjust (microwave)</li> </ul> </li> <li>Where detergent and rinse agent are added (dishwasher)</li> <li>Run a test cycle – fill and drain (dishwasher); heat water (microwave)</li> <li>Ensure that exhaust fans are venting to proper location</li> <li>Confirm no leaks under dishwasher and at drain and water connections – perform with the customer present so they can see results</li> <li>Review all work areas to confirm that no damage has occurred</li> <li>Clean up all debris; vacuum and drop cloths are essential</li> <li>Complete control form sign-off</li> <li>Refer any post-installation questions to Installs' call center</li> </ul>

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## ***Originally Published in December 2012 Installs Technician Newsletter***

### **Improving Your Net Promoter Score (NPS) – Sub-standard installation: Bad Job Done**

*In this three-part series, we highlight common yet avoidable NPS detractors and tips for improving performance and NPS.*

When customers tell us that any part of their installation experience was negative, the reason they cite is considered a Net Promoter Score (NPS) “detractor.” NPS detractors reflect on your performance and can reduce the volume of work Installs routes to you.

A frequently reported detractor is **Sub-standard installation: Bad Job Done**. Customers who report this detractor are unhappy with the quality of work performed by the technician. This NPS detractor is particularly damaging, as customers who report this problem are left with the impression that our technicians do not know how to properly install their equipment, and often report that they would not recommend our technicians to other customers.

Based on the feedback we receive from customers, many “Bad Job Done” reports are due to technician rushing, technician carelessness, and lack of communication. Let’s look at some problems that result in “Bad Job Done” NPS Detractors and how to avoid them.

#### **Dishwasher leaks**

One of most common problems appliance customers report is post-installation dishwasher leaks. Taking the time to attend to details and proper installation procedure can help prevent many instances of this problem.

- Be sure that all connections, hoses, and joints are secure.
- Run a test cycle and check all possible connections for leaks.

#### **Installed product not level, flush, centered**

Customers commonly report that their products – specifically microwaves, dishwashers, and ranges – are not positioned properly in the installation space.

- Ensure that your installation toolkit includes a level, and that you use it.
- Measure the product and the installation opening before beginning the installation. If the product will not fit the space (e.g., the space is not deep enough), communicate the issue to the customer.
- If unit will fit the opening but may not sit flush with the cabinetry, again communicate this with the customer to ensure that they want to proceed with the install.
- Be sure to set adjustable legs appropriately so the product is steady and even.
- Take the time to have the customer to confirm that the unit is in the proper position (level, appropriately recessed, and centered) before you put any final brackets/supports/screws in place.

#### **Product installed in wrong location/position**

Customers sometimes report that their equipment has been installed in the wrong place. This problem can easily be avoided by communicating with the customer about the desired install site.

- Before beginning any installation, talk with the customer about where they want their product installed; have them physically show you the right location.
- A suggestion from one of our Home Theater installers can help you ensure that you and the customer are on the same page about the install location:
  - Make a cardboard cut-out that is the same size as the product.
  - Before beginning the install, bring the customer into the room and show them where the product (cardboard cut-out) will go, where any holes will be drilled, and where any cuts will be made.
  - Ask the customer to confirm that the location/position you show them is correct. If the location is not right, work with the customer to prepare the correct site.

**Papers and plastic left inside unit when turned on**

This problem is specific to dishwashers; customers report that technicians run dishwasher test cycles before removing labels, tape, protective wrap, papers, and spare hardware from inside the unit. This can cause damage and a mess inside the dishwasher unit.

This problem is the result of carelessness. The strategy for avoiding this issue is simple – before starting the test cycle, remember to look inside the unit to make sure it is clear, checking all surfaces. If you find product information, manuals, or warranty cards inside the dishwasher, physically place the papers in the customer’s hand to ensure they receive it.