

Documentation for The Field Technician

8 hour course geared to the technician in the field, but useful to office personnel as well. Learn important technique/strategy that will increase staff efficiency and sales and lower company liability.

Presented July 23, 2010

~~ by Jerry Isenhour of IBD OUTDOOR ROOMS,
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~~ back (teaching sweeps) by popular demand.

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## Course Outline:

- I. Basics of chimney operation
- II. Review basic documentation procedures
- III. Formulate phone scripts — for increased sales and lowered liability
- IV. SOP preparation and implementation.
- V. Customer contact — for increased sales and lowered liability
- VI. Customer Communication — prior to, during, and after the in-home service call.