**Service High Demand Protocol**

Objectives:

1. Deliver exceptional Service.

2. Maximize opportunities.

3. Work Smart.

**CODE RED**

Answering the demand service phone when the schedule is full:

Strategy:

1. Prioritize the calls

2. Capture customer information

3. Schedule every call in order of priority on “Stand By” List

4. Follow up with every customer on stand by list every 3 hours.

5. Work prioritized calls into the schedule as schedule permits.

Approach:

1. Keep your composure.

2. Remain Calm.

3. Refrain from announcing how “busy” or “Over-Booked” the schedule is.

4. The most important call is each call we are on.

Call Prioritization:

Priority 1: Return with Parts/Repair for Key accounts and No Heat or Cool Customers, Warranty Customers, Agreement Customers, equipment over 10 years old and health or safety issues.

Priority 2: Equipment 6 to 9 years old

Priority 3: Equipment (non warranty) 1 to 5 years old

NO MAINTENENACE AGREEMENT Tune-Ups DURING DEMAND CODE RED

Code Red, High Demand Incoming call script:

Thank You for Calling

* (Your Company Name) This is (state your Name) How can I help you?

Be quiet and listen.

Re-state the problem in the form of a question.

* OK, you say that your air conditioner isn’t working, is that correct?

We can help you with that.

I just need some information:

* Your Name?
* Best number to reach you?
* Address?
* Do you currently have a maintenance agreement with us?
* Roughly how old is your system?
  + Priority 1: Return with Parts/Repair for Key accounts and No Heat or Cool Customers, Warranty Customers, Agreement Customers, equipment over 10 years old and health or safety issues.
  + Priority 2: Equipment 6 to 9 years old
  + Priority 3: Equipment (non warranty) 1 to 5 years old
  + NO MAINTENENACE AGREEMENT Tune-Ups DURING DEMAND CODE RED
* Does anyone in the home have any health related issues requiring air-conditioning?

(Never tell the customer anything about our priority system!!!)

Thank you.

Right now, the schedule is full, however…

What I *can* do is:

Put you on our stand by list and work you in when we have a technician in your area between calls. What is the best number to reach you at?

There will be a 00.00 minimum service fee to diagnose your system and quote the repair. Once approved, our technician will complete the repair.

Will you be paying by check or credit card? Thank You.

Be sure to ask our Technician how you can save 10% off of your repair.

Customer Service will be staying in touch with you at this number throughout the day to keep you posted on the schedule.

Is there anything else I can help you with right now?

**Code Red, High Demand Incoming call script:**

**Quick Script:**

Thank You for Calling

This is (state your Name) How can I help you?

OK, you say that your air conditioner isn’t working, is that correct?

We can help you with that.

* Priority 1: Return with Parts/Repair for Key accounts and No Heat or Cool Customers, Warranty Customers, Agreement Customers, equipment over 10 years old and health or safety issues.
* Priority 2: Equipment 6 to 9 years old
* Priority 3: Equipment (non warranty) 1 to 5 years old
* NO MAINTENENACE AGREEMENT Tune-Ups DURING DEMAND CODE RED

I just need some information:

* Your Name?
* Best number to reach you?
* Address?
* E Mail Address?
* Do you have a maintenance agreement with us?
* How old is your system?
* Any health related issues?

Thank you.

Right now, our schedule is full, However……

What I *can* do is

Put you on our stand by list and work you in when we have a technician in your area between calls. What is the best number to reach you at?

There will be a $79.00 minimum service fee to diagnose your system and quote the repair. Once approved, our technician will complete the repair.

Will you be paying by check or credit card?

Thank You.

Be sure to ask our Technician

how you can save 10% off of your repair.

We will be staying in touch

with you at this number throughout the day to keep you posted on the schedule.

Is there anything else I can help you with right now?