




DCBI DELTA CONTROLS
BUSINESS INSTITUTE

The Impact of
Service Reports
Partner Training Modules
Module Five

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Imperatives

Identify the reasons why Service Reports are an important
component of Customer Satisfaction

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Imperatives

Identify the reasons why Service Reports are an important
component of Customer Satisfaction

Include the proper level of detail in Service Reports

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DCBI DELTA CONTROLS BUSINESS INSTITUTE Imperatives

Identify the reasons why Service Reports are an important component of Customer Satisfaction

Include the proper level of detail in Service Reports

Describe the critical elements of the Service Report



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DCBI DELTA CONTROLS BUSINESS INSTITUTE Imperatives

Identify the reasons why Service Reports are an important component of Customer Satisfaction

Include the proper level of detail in Service Reports

Describe the critical elements of the Service Report

Take additional steps to ensure Customer Satisfaction



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DCBI DELTA CONTROLS BUSINESS INSTITUTE Service Report

SAMPLE Customer Service Report

Customer Name: _____
 Date: _____
 Status: _____
 Order #/Ref: _____
 Order Date: _____
 Order Qty: _____
 Order Price: _____
 Order Total: _____
 Order Status: _____
 Order Description: _____
 Order Reference: _____
 Order Location: _____
 Order Contact: _____
 Order Email: _____
 Order Phone: _____
 Order Address: _____
 Order City: _____
 Order State: _____
 Order Zip: _____
 Order Country: _____
 Order Currency: _____
 Order Tax: _____
 Order Discount: _____
 Order Net Total: _____
 Order Gross Total: _____
 Order Net Weight: _____
 Order Gross Weight: _____
 Order Net Volume: _____
 Order Gross Volume: _____
 Order Net Length: _____
 Order Gross Length: _____
 Order Net Width: _____
 Order Gross Width: _____
 Order Net Height: _____
 Order Gross Height: _____
 Order Net Area: _____
 Order Gross Area: _____
 Order Net Perimeter: _____
 Order Gross Perimeter: _____
 Order Net Volume: _____
 Order Gross Volume: _____
 Order Net Weight: _____
 Order Gross Weight: _____
 Order Net Length: _____
 Order Gross Length: _____
 Order Net Width: _____
 Order Gross Width: _____
 Order Net Height: _____
 Order Gross Height: _____
 Order Net Area: _____
 Order Gross Area: _____
 Order Net Perimeter: _____
 Order Gross Perimeter: _____

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DCBI DELTA CONTROLS BUSINESS INSTITUTE What's the Big Fuss?

Why is it so important to ensure the Service Report you complete is comprehensive?

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DCBI DELTA CONTROLS BUSINESS INSTITUTE Unfinished Sketch

How much detail is necessary?

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DCBI DELTA CONTROLS BUSINESS INSTITUTE Preliminary Steps

What technical and non-technical information needs to be shared?

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DCBI DELTA CONTROLS BUSINESS INSTITUTE Writing Service Reports

What are you going to write?



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DCBI DELTA CONTROLS BUSINESS INSTITUTE Know Your Audience


Who are all of the individuals who might read any given Service Report you write?



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DCBI DELTA CONTROLS BUSINESS INSTITUTE Describing The Work

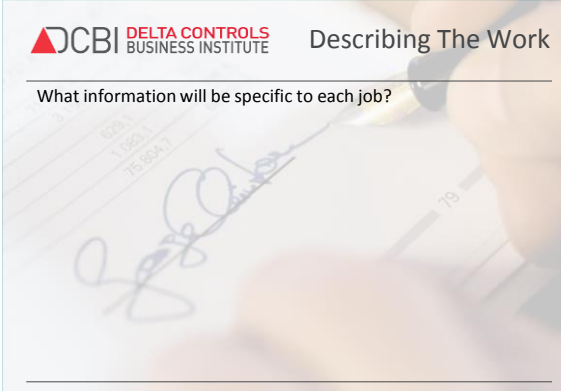
What basic information must be initially recorded on every Service Report you complete?



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DCBI DELTA CONTROLS BUSINESS INSTITUTE Describing The Work

What information will be specific to each job?



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DCBI DELTA CONTROLS BUSINESS INSTITUTE Describing Specific Work

How many of you write Service Reports by hand? How many use a handheld device or an iPad to type your Service Reports? What are the challenges with what you use?



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DCBI DELTA CONTROLS BUSINESS INSTITUTE Follow Up

A follow-up telephone call can really make a difference. Why?



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Service Exercise

Role Play

Write a description of a problem of your choice as it would appear on a Service Report.

In pairs read and comment on each other's descriptions.



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Horizontal lines for writing answers.



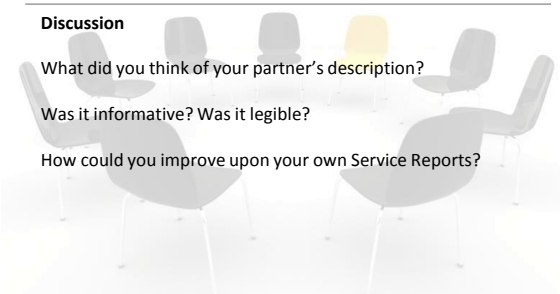
Service Exercise

Discussion

What did you think of your partner's description?

Was it informative? Was it legible?

How could you improve upon your own Service Reports?



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Horizontal lines for writing answers.



Questions



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Horizontal lines for writing answers.