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Wednesday, February 28, 2018 1:41 PM

Learning Objectives

Listen to the customer

Discuss with the customer what you plan to do to solve the problem

Explain to the customer what you did and why

Ask them what can we do to fix this problem

3. Manage the parts-room supplies and order replacement supplies when needed

Learning Objectives

Estimate the cost of repairs and call the customer

Assist in the process of ordering parts

Adjust pricing and inventory all incoming parts

4. Diagnose electrical system failures

Learning Objectives

Locate and use the wiring schematic to troubleshoot the customer's unit

Demonstrate the proper usage of test equipment

Describe on the work order what they found and what they did to fix the problem

Repair the electrical failure in a timely manner

5. Diagnose refrigeration sealed system failures

Learning Objectives

Follow EPA regulations when handling refrigerants

Demonstrate proper safety by wearing all necessary safety equipment while working with refrigerants

Repair sealed system failures in a timely manner

Review what caused the system failure and take corrective measures to ensure it doesn't happen again

6. Ensure that the lab is clean and the equipment is in good working order

Review what caused the