

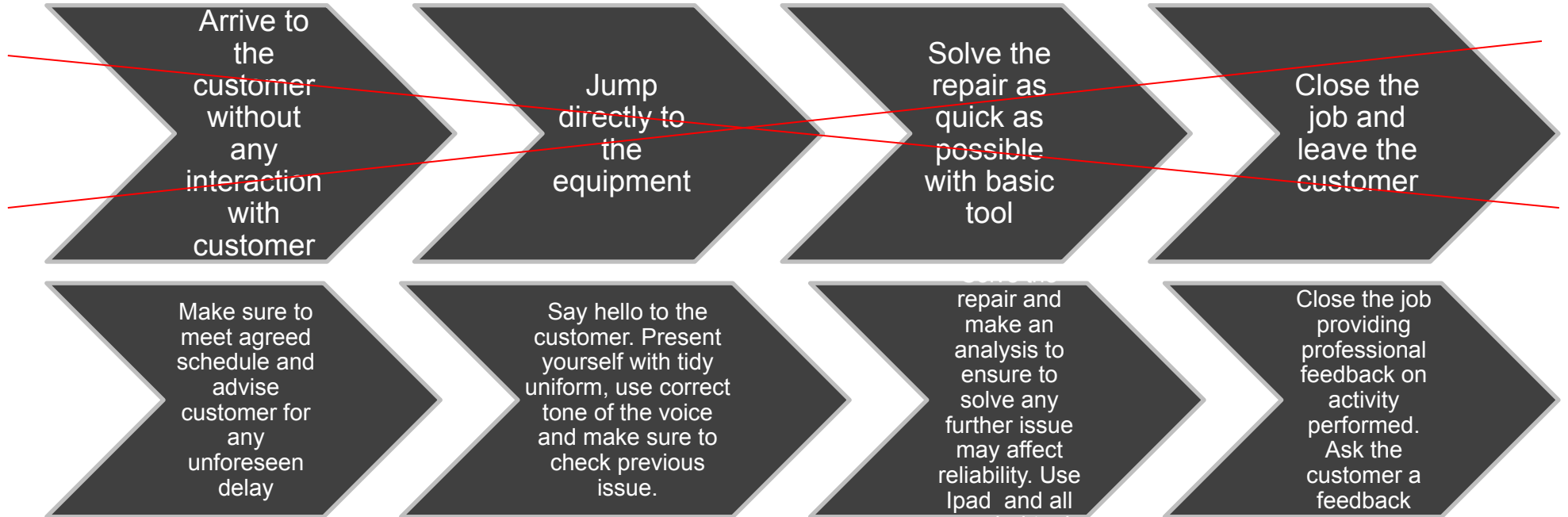
The Field Engineer Day by Day



April 2019

Video Caring

Two way to perform a Repair activity



■ **Respect customer agreement**

Present yourself, wear tidy uniform, be polite and be aware of any pending issue or previous issue in the club.

Solve the issue according to training instruction and material available in TG Direct.

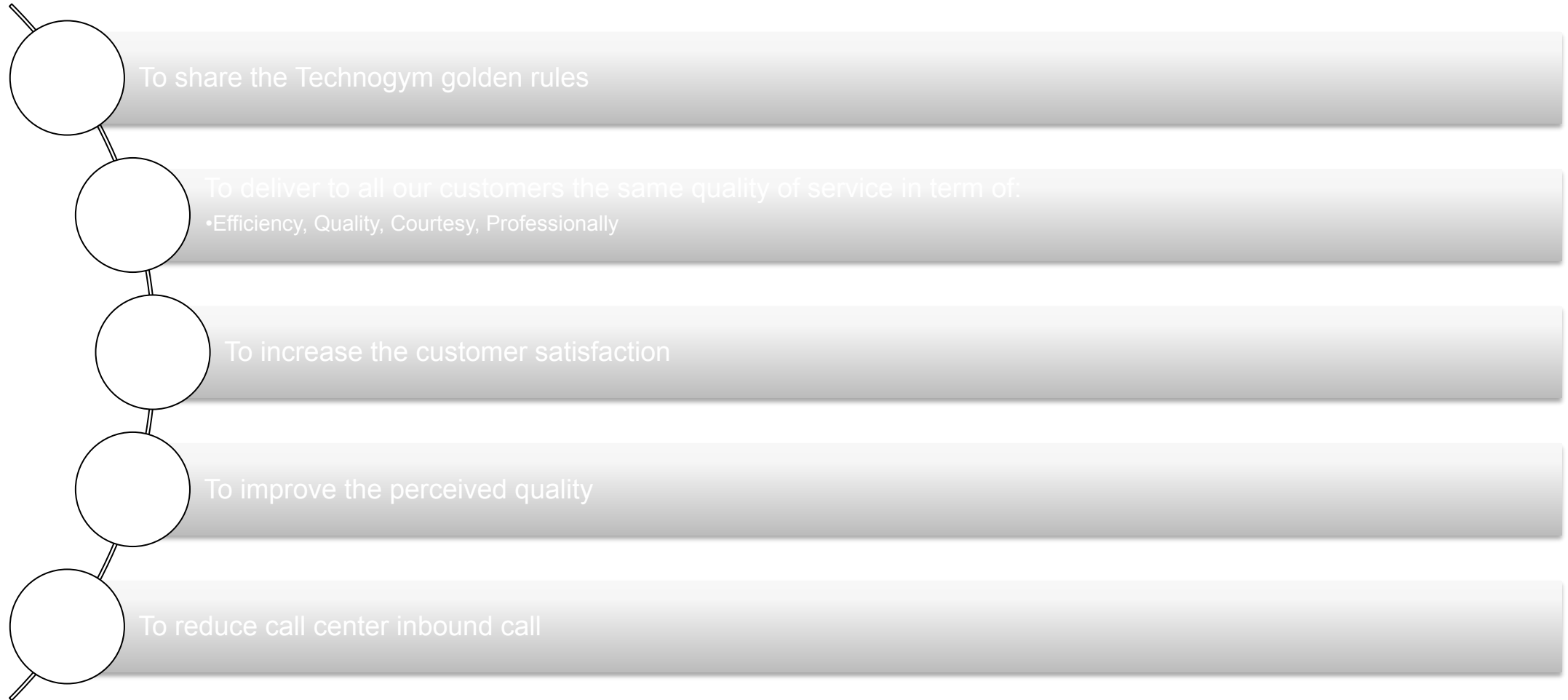
At final check verify any further possible issue to be solved during the job (reducing JM3)

Give feedback and explain the professional activity performed and all checks included in the activity.

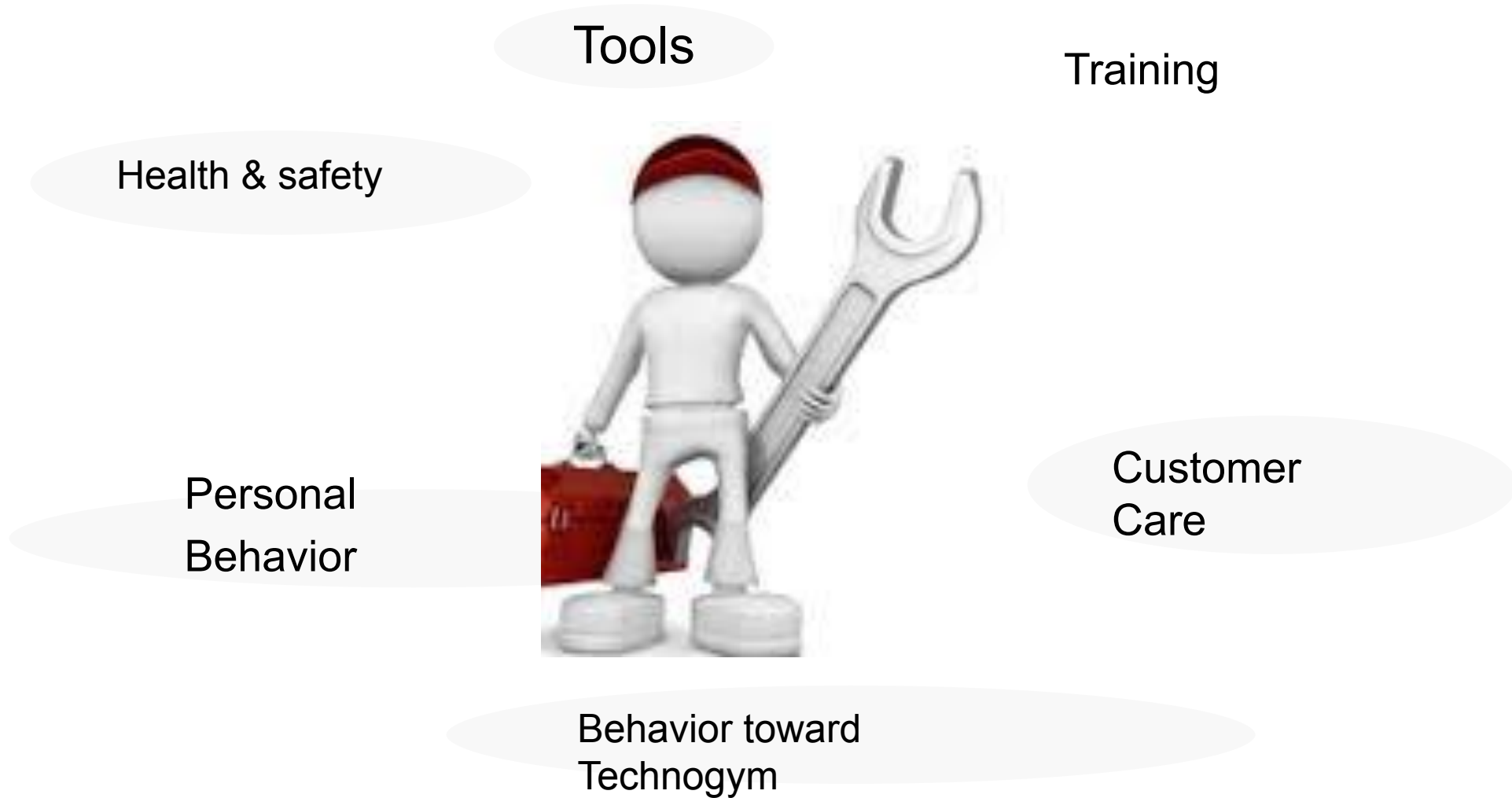
**Remember:
Perception of your activity is reality!**

Field Engineer Day by Day

Why create a Field Engineer Day by Day?



The Golden Rules of the Field Technician



Behavior toward Customer - Customer Care

- **ON-TIME:** Remember always to inform the client in case of delay.
- **INTRODUCE YOURSELF:** ask for your contact person, always say hello and goodbye, provide feedback on the job done. Improve your presentation skill (clean and proper dressing, correct tone of the voice, proper technical feedback)
- **IMPROVE PERCEIVED QUALITY:** During customer feedback emphasize technical activity performed explaining to the customer the importance of technical checks and activities performed as a professional requirement to ensure equipment reliability and higher residual value.
- **Marketing of your technical skill-**
- **ORDER AND CLEANLINESS:** Keep a tidy customer environment, always collect the garbage, use your own cleaning product, maintain order and cleanliness in the working area during repair.
- **PRECISION:** Add all relevant information in the paperwork, attach picture and any Safety issues eventually kept open to avoid using out of order machine. Ask customer to sign the work done.

Personal Behavior

- **ORDER AND CLEANLINESS:** Keep your work environment in order (office, warehouse ,van , tool box, dress).
- **WEAR A TIDY TECHNOGYM UNIFORM:** you represent yourself and at the same time Technogym. Wear a tidy uniform every time you visit a customer.
- **TECHNICAL SKILL:** Make sure all the activities are emphasized as technical state of art (i.e. a simple lubricating activity should be explained as fluidity improvement, foot regulation is a stability improvement). Use always proper tool, avoid solutions that may appear unprofessional. Use the Ipad and all documentation available to enphatise your technical preparation.
- **QUALITY AND PASSION:** on your job is what make the difference from the others

and ...SMILE! nobody can resist to a smile

Behavior toward Technogym

- **PRECISION:** close your paperwork on-time, adding all relevant and accurate information (photo of substituted parts, technical issue, video (if needed), Safety issue)
- **FREE-UP THE CALL CENTER:** Contact the Call center just in case of a urgent customer request or for a real necessity (we assume you have to be independent in: finding ISP code, troubleshooting equipment, book a return job, ...)
- **ESCALATION TO TECHNICAL REFERENCE:** If you need technical reference support that is your **SINGLE POINT OF CONTACT**, be sure to:
 - Have already checked for solutions available in the technical documentation including sw update.
 - collect the serial number of the equipment and sw version (if any)
 - be in front of the machine ready for further test
- Provide quick **FEEDBACK** & invite the customer to attend the **CUSTOMER SATISFACTION**
- You are **OUR EYES AND EARS** on the market and rapidity is a successful key.
- Keep the **INFORMATION CONFIDENTIAL:**
 - TG DIRECT must not be shared with unauthorized people
 - Don't leave your laptop unattended and use always a password
 - Don't leave written records of callout text to client (it may contain internal notes or comments)
- **RESPECT ALWAYS THE PROCEDURES.** Provide suggestion to HQ to improve them if needed (describe issue and attach photos to make the feedback technical relevant)

Health & Safety

- **SAFETY AT WORK** (Safety and Health Administration), using everything is needed to work safely, for yourself and for the others (protectors, goggles, etc.)
- **FENCE IN THE WORKING AREA:** cordon of working area and cover the disassembled equipment if you cannot finish the job.
- **COMPLY WITH THE SAFETY REGULATIONS:** follow country rules

SAFETY FIRST

Training

- **E-LEARNING:** Attend & complete all necessary e-learning training course before attending training on live.
- **ON LIVE TRAINING:** Attend the necessary training course on live held by official master trainer
- **DON'T BE ROUGH-AND-READY:** Be trained on all the product before start to install them
- **STUDY:** Regularly study and update all troubleshooting material (Technical Newsletter, News flash, PC sync, Service manual).

TRAINING isn't just important, IT IS VITAL.

Tools

- The right tools are necessary to work on our machines quickly and professionally.
- The **PROFESSIONAL TOOL BAG** must contain all necessary item (e.g. multimeter, TG custom tools) indicated from Technogym service dept.
- **LAPTOP & IPAD** with manuals and exploded drawing (keep always updated!!!), programs installed, USB restore keys; (list available writing to AS International team)

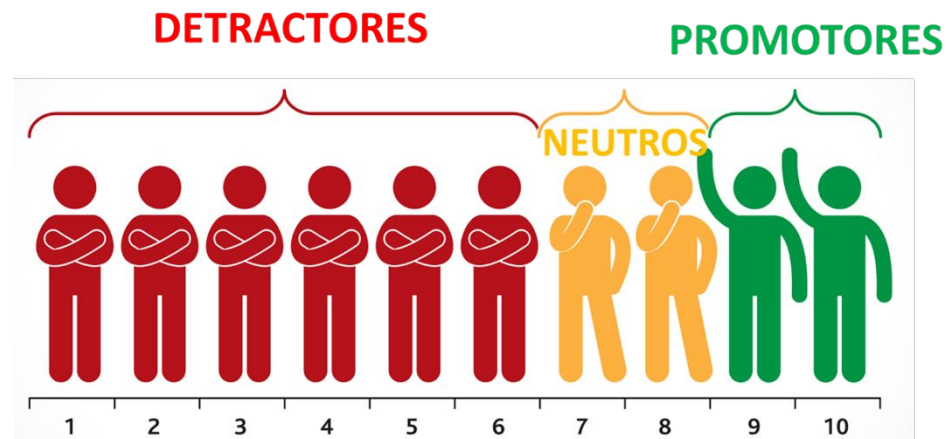
The RIGHT TOOL for the RIGHT JOB



WE NEED CUSTOMER FEEDBACKS

CUSTOMER SATISFACTION as a priority of Technogym and the After Sales Services

- Invite the customer to **ATTEND THE ANNUAL SURVEY** of Technogym sent to them, as we need their feedback to improve and provide a **WOW service**.
- We want to have only **PROMOTERS**
- **10** is the right number we want to reach, no compromise





IMPORTANCE OF DETAILS