



When responding to the call from the irate customer I would make sure to speak to them calmly, giving them clear concise answers on when I could be there ~~as soon as possible~~ and how long the problem would take to rectify <sup>if possible</sup>. Once the customer or Client has been reassured it is our job to get there as soon as possible, while ~~ob~~ ~~obtaining the rest~~ ~~state~~ keeping in mind the current clients job at hand. Meaning don't just pack up and leave because of the power outage, Finish the job in a kind, clean & friendly manner before moving onto the business with the power outage.

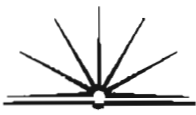
Once at the business reassure the client you spoke to on the phone before examining the problem. Once they have shown you the problem you should begin the fault finding procedures remembering to take into account the risks involved



and the ~~es~~ risk control measures that can be put into place to eliminate or minimise the dangers. If further isolation of any other electrical equipment is needed to be undertaken, be sure to notify all affected personell before isolating & placing an isolation tag on the equipment.

While undertaking these procedures it is to be ensured you are wearing all necessary PPE whether it be hardhat, earmuffs, safety goggles & boots. to ensure you are safe to the obvious dangers around you.

After the power outage has been resolved and isolated equipment has been safely reconnected: it is important to reassure the client once again, apologizing for any delay and that everything is safely up and running. This will hopefully please the client as you have done everything you could to the best of your ability. and ~~are~~ an



departure remind them that if there is  
and problems or hiccups, do not hesitate  
to call you.