

## FOH Responsibilities (FOH) (Technician)

Maintaining a clean and orderly lobby throughout the day:

- Sweeping the lobby floor
- Vacuuming the mat in the front of the check-in counter
- Wiping down counter tops and other surfaces
- Cleaning the FOH windows
- Stocking and restocking the accessory wall

Facilitating repair check-ins and pick-ups:

- Show empathy towards customer and their needs ("We see this all the time", "You are not alone in this").
- Take clear and concise notes. Utilize Text Snippets to stick to approved check-in note template.
- Record IMEI / Serial of every single device.
- Perform a thorough check-in diagnostic on device and take notes of any issues encountered during the diagnostic.
- Set clear expectations on cost, turnaround time, and 90-day warranty.
- Answering any questions, the customer has about their repair.
- Offer liquid glass / Protection Pro at check-in on mobile devices.
- Staple Home+ brochure to the check-in receipt.
- Staying in contact with the same-day and appointment techs to ensure that the turnaround times quoted to the customers are accurate and reflective of a thorough repair.
- When possible, answer incoming phone calls and make calls for WO's that are RFP and Update Today. When calling RFP customers ask if they would like liquid glass added to their repair.

FOH Responsibilities (FOH)  
(Dedicated)

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- Answering any questions, the customer has about their repair.
- Offer liquid glass / Protection Pro at check-in on mobile devices.
- Staple Home+ brochure to the check-in receipt.
- Promote our Home+ program by relating the benefits of the program to the customers' needs.
- Staying in contact with the same-day tech to ensure that the turnaround times quoted to the customers are accurate and reflective of a thorough repair.
- When possible, answer incoming phone calls and make calls for WO's that are RFP and Update Today. When calling RFP customers ask if they would like liquid glass added to their repair.
- On check-out ask customer "Did you get a chance to take a look at that Home+ brochure?"
  - Yes: Would you like me to sign you up today?
  - No: Give any (2) benefits, and let customer know that we can sign them up.

**Dedicated FOH staff are to be customer focused and drive Home+ / accessory sales.**

### Multi Day Repair Responsibilities (MDR)

- Performs all same day repairs not completed from the previous day [if any]. This is the 1<sup>st</sup> priority of the MD Tech unless there is a customer service issue or other extreme circumstances.
- Performs any repairs under the Awaiting Parts status that parts arrived for that day.
- Manages the devices in the Multi Day Queue, ensuring devices are addressed in order of Next Update.
- Communicates with FOH / Manager regarding any repairs that need parts ordered, ensuring that the corresponding work order has its status updated to Need to Order and has also placed either a Distro link or alternate vendor link as a private note in the work order.
- Answers overflow phone calls [unless otherwise assigned].
- The Multi Day Repair technician is responsible for performing all repairs that fall outside of the 24-hour, same day repair window. Since they are working on repairs that are less time sensitive than Same Day repairs the Multi Day Repair technician will also generally be available to assist with warranty repairs, FOH, and phone overflow.
  - At three (3) or more customers in lobby the Multi Day Repair employee is expected to assist the FOH with check-ins.
- Ensures all work orders in the Multi Day Queue are being properly updated with clear and accurate notes, the proper privacy / communication options used and the proper work order status and next update time information.

**Clean up station prior to end of shift.**

### Same Day Repair (SDR)

- Performs all same day **walk-in** repairs (repairs due within a 24-hour period).
- Manages time effectively to facilitate same day repairs within their promised repair time.
- Manages the Single Day Queue, staying in communication with the FOH to adjust repair quote times as necessary based on the current workload.
- Ensures all walk-in work orders in the Single Day Queue are being properly updated with clear and accurate notes, the proper privacy / communication options used, and the proper work order status and next update time information.
- When possible, make calls for WO's that are RFP and Update Today. When calling RFP customers ask if they would like liquid glass added to their repair.

**Clean up station prior to end of shift.**

### Appointment Repair (LEADS)

- Performs all same day **appointment** repairs (repairs due within a 24-hour period).
- Manages time effectively to facilitate appointment repairs within their promised repair time.
- Manages the appointment repairs in the Single Day Queue.
- Contacts all Leads in the Need to Contact status according to the Lead Follow-up Cheat Sheet. We *want* appointments to be set, as the goal is to ensure that each day the LEADS tech has as many repairs as the SDR tech.
- Ensures all appointment work orders in the Single Day Queue are being properly updated with clear and accurate notes, the proper privacy / communication options used, and the proper work order status and next update time information.
- When possible, make calls for WO's that are RFP. When calling RFP customers ask if they would like liquid glass added to their repair.

Clean up station prior to end of shift.

## Store Role Examples

### Typical Day

(3) techs in-store:

1. FOH
2. SDR
3. LEADS

(4) techs in-store:

1. FOH
2. SDR
3. LEADS
4. MDR

If Slow (Pick 1):

1. (1) tech performs SDR & LEADS. (1) tech to MDR.
2. LEADS tech performs MDR role between appointments.
3. Manager performs least active role and focuses on ADMIN duties in between.

If Low Appointments: LEADS tech performs assists SDR tech between appointments. Appointments still take priority.