

# METROPOLITAN NY CHAPTER Refrigeration Service Engineers Society

*Continued Education for the HVAC/R Industry*

**“Better Service Through Knowledge”**

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**April 2011**

**[WWW.METRONYRSES.ORG](http://WWW.METRONYRSES.ORG)**



## **Becoming a Better Refrigeration Service Technician**

*How can I become a better service technician?*

This is a question that should be asked by any technician who is serious about his/her job. There is always room for improvement. All technicians, from the apprentice to the seasoned veteran, can improve how they do their job. Being a better technician is not only a benefit for a company, but it is also a huge benefit for the technician, since it increases his/her worth to a company and could allow him or her to earn a better paycheck.

Below are some suggestions on a becoming a better technician.

Having the proper attitude on the job is a big part of being a better technician. Show up each day ready to do your job. If you are having problems at home, leave them at home. Do not carry them over to your job. Do not criticize, condemn, nor complain. Be part of the solution instead of the problem. This may not always be easy but it is a good goal to achieve. Another part of having the proper attitude is getting away from the “*It’s not my job*” attitude, and taking the extra steps required to get the job done properly. Be proactive in your job; take the initiative and the responsibility to make things happen. Take care of your customers, find the solution to their problem, and ensure the repairs are done correctly. Engage in activities that will create raving customers.

Becoming a better communicator is another way of becoming a better technician. Speak with your customers. Ask questions and then be a good listener. Ask pertinent questions about the system and its problems. This will help you to service a system better and more efficiently. Once the job is done, always explain to the customers what was done, answer any of their questions, and thank them for using your company.

Another key area in becoming a better technician is to seek more knowledge on how refrigeration systems and their components operate. Always take advantage of any technical training opportunities available. Take the time to seek education: read, study, and then apply your knowledge.

Image is an important part of being a better technician. Always report to work well-groomed and wearing a clean, company-issued uniform or other work clothes. Always keep your company vehicle clean, orderly, and well-stocked. This will allow you to have everything you need to do a job properly and efficiently.

Patience is key when working on any refrigeration systems. A good technician will take his or her time and avoid costly mistakes. Do not jump to early conclusions when troubleshooting a system problem. Take the time and try to verify that you are correct in your diagnosis. Also try to determine why the system problem occurred, not just what it takes to repair it. For example when a compressor fails, find out why it failed and what needs to be done to prevent the replacement compressor from failing again.

Keep your service tools clean, in good shape and operational. Invest in good quality service tools—it is an investment that will pay great dividends. Work smarter, not harder—use service tools that will allow you to be a better technician.

With the various systems and different technologies on the market today, a technician cannot be expected to know every aspect of every system he/she services or installs. We all have questions occasionally. A good technician will ask questions when in doubt. Do not let your ego decide how you service or install a system. If you have a question, ask it.

Lastly, do everything **one percent** better each and every time, and always leave the job with a smile.

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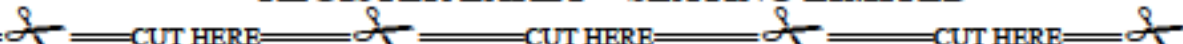
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