

# METROPOLITAN NY CHAPTER Refrigeration Service Engineers Society

*Continuing Education for the HVAC/R Industry*

**“Better Service Through Knowledge”**

**September 2019**

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## HANDLING UPSET CUSTOMERS

Every service technician encounters various types of customers throughout his/her career. Each customer is unique and has a different personality. Although most customers simply want their equipment repaired in a timely and professional manner, each one expresses that need differently. Any service tech who has worked in the industry long enough has, at one time or another, come across a customer who is enraged. Learning to work with an irate customer can be most frustrating; however, it is a necessary skill which every technician must learn to master.

When confronted with an angry customer, a service tech must not take it personally and react negatively toward the customer. This will only serve to increase the customer's anger and cause additional problems for the service technician. A technician should never argue with the customer. He/she should attempt to convey his/her thoughts in a professional manner and not let the customer's attitude affect his/hers. When speaking with the customer the technician should keep a level but assertive speaking voice. If this is not possible, the technician should walk away from the job and call his office for support. The supervisor or manager will be better suited to resolve the conflict. Again, never argue with the customer—it will only make matters worse.

Sometimes a customer becomes enraged over the cost of a job or the amount of work needed to be performed. If this happens, it is sometimes helpful for the service tech to try and see the customer's point of view. If the service tech can agree with the customer's concerns, then the customer may settle down and become more reasonable.

Another scenario which can cause a customer to become irate is when a piece of equipment covered under warranty fails. They want to know what caused the failure in such a short period of time and they want to know right away, usually before the service technician has had a chance to troubleshoot the

and handle the repair like any other. Again, do not confront or argue with the customer. Call for help if the customer is still angry.

Keeping a cool temper, appreciating a customer's point of view, and calling for support when needed, all work toward the common goal: providing your customers a service that is both professional and courteous.

~Joe Marchese, CMS, Past Int'l President,

### *Things you didn't need to know . . .*

- On average, people fear spiders more than they do death.
- If you toss a penny 10,000 times, it will not be heads 5,000 times, but more like 4,950. The heads picture weighs more, so it ends up on the bottom.
- Only one person in two billion will live to be 116 or older.
- Humans and dolphins are the only species that have sex for pleasure.
- The pop you get when you crack your knuckles is actually a bubble of gas bursting.
- 101 Dalmatians and Peter Pan are the only two Disney cartoon features with both parents who are present and don't die throughout the movie.
- The winter of 1932 was so cold that Niagara Falls froze completely solid.
- There's no Betty Rubble in Flintstones Chewable Vitamins.
- It's impossible to get water out of a rimless tire.
- Banging your head against a wall uses 150 calories an hour.
- Did you know that you are more likely to be killed by a champagne cork than by a poisonous spider?
- In Minnesota it is illegal to cross state lines with a duck on your head (Can't make this stuff up).
- In Indiana it is illegal to ride public transportation for at least 30 minutes after eating garlic.
- Right-handed people live, on average, nine years longer than left-handed people do.
- A crocodile cannot stick its tongue out.



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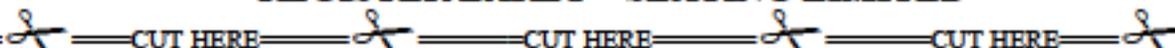
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**Wednesday September 11th, 2019**  
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at  
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***by Christopher Lima—National Grid***

## **PRESIDENT'S MESSAGE**

Welcome back from what I hope was a prosperous & safe Summer.

**FREE MONEY** Who doesn't want to receive money for little effort. Our speaker at the September 11<sup>th</sup> meeting is from National Grid, and his topic is their **REBATE PROGRAM**. Some rebates might apply to equipment you currently sell, so come to the meeting to see how you can get some money. I am familiar with the Con Edison Rebate program and can tell you several contractors have received thousands of \$\$\$\$\$ in rebates. It is definitely worth your time to come and listen to the National Grid presentation on Rebates.

On November 16<sup>th</sup> we are having a seminar on **ADVANCED HYDRONICS TRAINING**. This seems like an appropriate time to increase your Hydronics knowledge. A registration form is in this newsletter.

Rich Bruno has updated our web site. In addition to information on our next meeting there is also information on our next seminar along with a registration form. As Rich gets speakers, he posts them in the website Meeting Schedule so you always know what is coming up.