



PROVIDING THE SERVICE  
THAT MATTERS.



A Rolls-Royce  
solution

## PROVIDING THE SERVICE THAT MATTERS.

Whenever and wherever our customers receive our expert support, they should also be able to recognize our company values and competencies in the global service standard that we offer. Your appearance, the way you communicate and your conduct all send a message – before, during and after the job is executed.

You are doing so much more than fixing the issue in hand!



# YOU ARE THE PROFESSIONALS.

## Professional preparation and completion of a service operation – in all respects.

- Collect all relevant information about the customer and his product and history from your case owner
- Prepare and arrange your trip properly. Arrive in time
- Arrange with the case owner to have all the necessary material and equipment
- Prepare your service vehicle (if used)
- Follow up on your job by documenting it thoroughly





## YOU ARE REPRESENTATIVES.

### **First customer contact - making a lasting impression.**

- Pay attention to clean and correct clothing  
Wear your name badge
- Introduce yourself and hand over your business card
- Clarify the work order with the customer

### **Performing and finishing the work, leaving the site.**

- Leave your workplace in a clean and proper condition
- Debrief the customer and ask for a sign-off
- Let the customer test the equipment while you are still present





# YOU ARE COMMUNICATORS.

## **Include the customer in your job.**

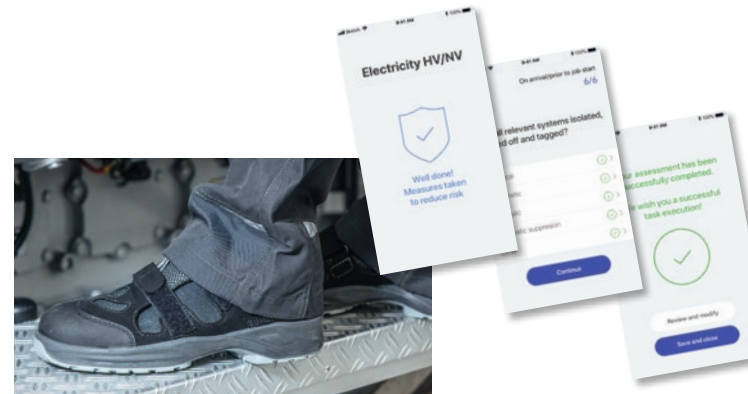
- Always inform the customer about what you are doing
- Concentrate on the customer when he is speaking
- Show interest in the customer's business
- Explain our mandatory workplace risk assessment to the customer
- Confirm the actual activities that need to be carried out vs. the order
- Give the customer the opportunity to ask questions and give feedback
- Take your leave of the customer in an open and friendly manner
- Give feedback to the case owner



# YOU ARE SAFETY OFFICERS.

**Feel responsible for your own health and safety and that of others – at all times.**

- Carry out an appropriate risk assessment of the working environment
- Implement the necessary risk control measures
- Always wear your personal protective equipment when required
- Pay attention to other parties working in your area
- Work with care - for your own and others' sake





# YOU ARE TECHNICAL EXPERTS.

**You take responsibility for the issue and execute your work in a professional way.**

- Carry out your tasks in a systematic and structured way
- Maintain a clean and safe workspace
- Check and document the operational conditions
- Contact your case owner in case of any issues or support needed
- Pay general attention to the overall system and operation



## YOU ARE ADVISORS.

### Give the customer valuable recommendations and proposals.

- Give advice regarding possible operational improvements
- Provide useful recommendations and advice to the customer
- Remind the customer of upcoming service tasks and recommended repairs
- Propose use of our service products and provide the respective contacts





