

METROPOLITAN NY CHAPTER
Refrigeration Service Engineers Society

Continuing Education for the HVAC/R Industry

“Better Service Through Knowledge”

September 2022

WWW.METRONYRSES.ORG



ZOOM- MEETING NOTICE- ZOOM

Wednesday, Sept 14th, 2022 at 7:30pm

Industry Update Topics:

- Refrigerant Changes (A2Ls and HCs);
- Supply Chain Issues and Communicating w/Customers;
- Great Retirement/Tech Shortage Work-arounds

RSES Updates:

- Information about RETA/RSES and bringing on Jim Barron, Interim EVP for RSES;
- Updates to Training/Testing Materials;
- New Products in Queue (Apprenticeship Package, CM Prep Manual, Title 24);
 - New AMS, website, online testing

Presented by:

Lori Schiavo: Senior Director of Operations, RSES

Please use the link below to join us on Sept 14th:

<https://us06web.zoom.us/j/87329922905>

(Same link for Computer or SmartPhone)

See you there (virtually).....

PRESIDENT'S MESSAGE

WELCOME BACK ! I hope you have had a prosperous and safe summer. The current level of COVID makes it unwise to resume in-person meetings at this time. We will return to live, in person meetings as soon as we feel it is safe to do so. Our September meeting will be on ZOOM.

EPA TESTING: We are trying to set up an EPA seminar and test for this Fall. If you are interested please email Rich Bruno at RichBrunoNY@aol.com

Our monthly speakers donate their time and expertise for your educational benefit. Show your support by attending our September - *and future* - ZOOM meetings.

Stay safe and see you on Zoom.

Drew Garda, President

Metropolitan NY Chapter, RSES

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COMING TOPICS

*What's Happening in Our Industry &
RSES*

Covid-19 effects on HVAC/R industry

Upselling The Job

*Handling Customers Who are
"Educated" on the Internet*

*High Quality Compressor
Remanufacturing*

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EDUCATIONAL PROGRAMS**, please let us know!



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METROPOLITAN NEW YORK CHAPTER, RSES

For Information Call: Stan Hollander, CMS (718) 232-6679

A Non-Technical View of a Service Call

The repair of heating, air conditioning and refrigeration equipment is a major component of our industry. There has been—and will continue to be—much information available on the technical aspects of repairing this equipment. However, there is much more to the overall repair procedure than simply the technical knowledge needed to repair this equipment. ***How a service technician interacts with the customer is equally as important as knowing how to technically repair the problem.*** How the technician communicates with the customer, how he or she presents their company image and their own personal attitude, are all important in the repair procedure.

Many times a customer is left feeling uneasy about a service technician and the service company, even if he or she was able to actually repair the problem. The customer will most likely not call this service company back for future work because of the way they felt the technician acted toward them. Communication is the key to understanding your customer, the customer's problem and having them feel good about the technician and the service company. The technician should always spend time with the customer asking pertinent questions before even looking at the equipment. This will not only help build a trusting relationship with your customer, but also aid in discovering the problem. After looking at the equipment, the technician should always explain to the customer what he or she found to be the problem, what it would take to repair it, and the costs involved. If the technician has any doubt in his or her diagnosis he should explain this to the customer. This will avoid any future disagreements if more work is needed after the initial service work was performed. Once the work is completed, the technician should again explain to the customer what was done and make any recommendations for future work or maintenance. When a service ticket **is completed** it should be written neatly with a detailed description of the work performed. This helps verify that the technician has successfully communicated the problem and repair to the customer. Also, a follow-up telephone call from the technician (or company) the following day will go a long way in building a solid relationship with that customer.

How the technician is viewed by the customer and how he or she performs on the job is very important to a successful service operation. There are many areas in which a technician can cause a customer to become dissatisfied with their service. It is extremely important to prevent this from happening. This can easily be accomplished by keeping the lines of communication open, projecting a professional image and having the right attitude.

~Joe Marchese, CMS, Greater Pittsburgh Chapter, PA

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