

The Launch Pad

From: lp [irossoff@launchpadonline.com]
Sent: Saturday, October 19, 2002 9:31 AM
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Subject: Tech Note 10/19/02



Problem_Outage
Report.doc



Problem_Outage
Report.pdf

As a service company, we are always looking for ways to fine tune our customer relations and enhance their experience. To that end, The Launch Pad will begin randomly faxing customer evaluation forms at the conclusion of a service call. Since the quality of service is such an imperative to our business, it is essential that you as a technician ensure that all of the customer's needs are met and that there are no outstanding issues when you conclude a service call. If follow up action is needed, please be sure to note it in your tech log.

Additionally, if you suspect a further problem, take it upon yourself to make a follow up feel good call to the customer (either the station you worked on, a supervisor or even the owner). That way if any other problems have cropped up, no matter how minor, we can preemptively deal with the situation before it becomes serious. If you are troubleshooting a problem that is going to take some evaluation, please use our problem report form attached here. This is a form that allows the customer to note with precision what is occurring and when. Instruct the customer on how to fill out the form and what things are important to note in troubleshooting your issue. Set a time to check back, evaluate the log and fix the problem. Using these tools along with a good follow up system will help us insure that we have satisfied customers who are committed to us for the long haul.

Thanks.

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