

Detailed Job Instructions	Job Name: Job Cancellations Department: Call Centre Position: Company Technician	
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Electrodry aims to give the best possible service to all customers. You, our technicians, are our front line in customer service.

When bookings are cancelled, we not only lose income \$\$, we miss the chance to build strong relationships with customers.

The following procedure has been developed to ensure we make the most of all opportunities to build customer relationships.

The following procedure applies, where a job is cancelled at the time of attendance by the technician, without prior notification.

1. Notifying Head Office of Cancellation	<ul style="list-style-type: none"> Technicians are required to contact the following Call Centre numbers to advise of cancellation. <p>ACT, Queensland, South Australia, Western Australia 03 9005 0329</p> <p>NSW, Victoria, Tasmania 02 49 114 600</p> <ul style="list-style-type: none"> The following information is to be provided: <p>Run name Time of job Name of Customer Reason for cancellation</p> <ul style="list-style-type: none"> Technician is to remain at the customers premises until they have obtained a cancellation number and are advised by the Newcastle Office or their Line Manager that they can leave. Technician is to complete a blue job sheet, noting the cancellation number, contact person at Call Centre and reason for cancellation. <p><i>Please note: for after hour cancellations, please call the following number:</i></p> <p>03 9005 0329</p>	Contact Numbers: ACT Queensland South Australia Western Australia 03 9005 0329 *** NSW Victoria Tasmania 02 49 114 600 *** After hours: 03 9005 0329
2. Cancellation due to customer no show.	<ul style="list-style-type: none"> Technician to contact the relevant Call Centre number (see below) to advise of cancellation and obtain a cancellation number prior to leaving the premises: <p>ACT, Queensland, South Australia, Western Australia 03 9005 0329</p> <p>NSW, Victoria, Tasmania 02 49 114 600</p> <ul style="list-style-type: none"> The Call Centre will attempt to contact the customer on the phone number/s provided. Technician is to remain at the customers premises for 45 mins after the allocated booking time or as otherwise advised by the Call Centre or their Line Manager that they can leave. Technician is to complete a blue job sheet, noting the cancellation number, contact person at Call Centre and reason for cancellation. 	
3. Cancellation . customer present but work cannot be done.	<ul style="list-style-type: none"> Technician to contact the relevant Call Centre number (see below) to advise of cancellation and obtain a cancellation number prior to leaving the premises. <p>ACT, Queensland, South Australia, Western Australia 03 9005 0329</p> <p>NSW, Victoria, Tasmania 02 49 114 600</p> <ul style="list-style-type: none"> Photos are to be taken of the work area and emailed to: <p>cancellations@edrv.com.au</p> <ul style="list-style-type: none"> Technician is to remain at the customers premises until advised by the the Call Centre or their Line Manager that they can leave. Technician is to complete a job sheet, noting the cancellation number, customer details, arrival and departure time. 	

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