



A Day in the Life: Service Tech

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| Time | High-Value Activities |
| 8 a.m. | Arrive at Work Shop, Schedule Day, Return Calls |
| 8:30 a.m. | Pick Up Material at Co-op |
| 9 a.m. | Call First Customer and Travel to Job |
| 9:30 a.m. | Arrive at Job and Sell 1 Hour of Service |
| 11 a.m. | Return Pages, Call Next Customer and Travel to Job |
| 11:30 a.m. | Arrive at Job and Sell 2 Hours of Service |
| 1:30 p.m. | Take Lunch |
| 2 p.m. | Return Calls, Restock Truck at Supply House |
| 2:30 p.m. | Call Next Customer and Travel to Job |
| 2:45 p.m. | Arrive at Job and Sell 1 Hour of Service |
| 3:45 p.m. | Return to Workshop, Return Calls, Check In with Office Staff on Meetings, Price Complaints, Etc. |
| 4:30 p.m. | Head Home |