

## Question 27.

The processes I would use to resolve both customer service issue and loss of supply issue.

I would go to the business owner and ask what the problem was. Give him/her tell him/her what needs to be fixed, give a quote for materials needed and labour to fix the problem. I would offer him the cheapest service possible so my chance of acquiring the job was higher.

I would bring a few ~~employees~~ employers to the work site inform them of what needs to be done. Get them to fix the problem as fast and correctly as they can.

When the job is done get the business owner to come inspect everything that has been done and make sure he is happy with the service and offer him if anything goes wrong with the section that has just been fixed within the period of 6 months we will come back out and fix it for free. So he knows our work is guaranteed.