



- Firstly calm the customer down & ensure the problem will be fixed
- Ask ~~the~~ what happened & when did this happen
- Inspect switchboard to see if any problems
- If none test to find out why this issue is occurring
- Check all equipment in the area where there is no supply.
- Once everything is checked & a problem found fix it to ensure customer doesn't lose any more production time
- Finally once issue is resolved apologise for the inconvenience caused to ~~him~~ them & their staff.