

Service basics course · company course

The service basics course for your whole team, at your site – complemented by your own rules, forms and procedures.



DURATION
1 day

LOCATION
At your site

PRICE
CHF 4'900.– per group

BILLING
By quote

Why

Technical training teaches the machine. Nobody explains to the new service engineer what a Carnet ATA is, whether they may take photos at the customer, how to act after an accident on site or what a service report looks like that the back office understands. Today everyone learns that the hard way.

Who it's for

Companies that onboard several service engineers at once or want to refresh a whole service team.

Your benefit

- Confident appearance at the customer from the first job
- Fewer mistakes with customs, travel and documentation
- Safety on site from the start
- Participant handbook for reference

Prerequisites

- Basic technical training
- No preparation needed

How it works

- 1 Role and appearance: face of the company, communication, service report, escalation
- 2 Legal: liability, customer instructions, confidentiality, photos and data, working hours
- 3 Working abroad: posting, A1, visas, customs and Carnet ATA, export control
- 4 Travel: booking, expenses, emergencies, health on the road
- 5 Safety on site: PPE, lockout/tagout, working at height, reporting accidents
- 6 Tools and equipment: case, calibration, spare parts

Included

- Course day at your site, up to 14 participants
- Adapted to your rules, forms and procedures
- Participant handbook with your company section
- Certificates of attendance

Deliverables

- Checklists for assignments, travel and abroad
- Certificate of attendance for the personnel file

Not included and options

MC-TRN-040	Single seats in the open course	CHF 690.– p.p.
MC-ZUS-010	Travel outside the region	at cost

Request a quote

Team size and preferred period are enough – you receive a quote within two working days.

www.maroisproject.com/contactus – Betreff ist vorausgefüllt

