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Training Provider

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## SERVICE FUNDAMENTALS (2017)

**Course :** APL-SVC-017-IN

**Duration :** 18 Hours

**Course Fee :** ₹ 25,000/- \*

### COURSE DESCRIPTION

Apple Service Fundamentals is a 18 hours course that teaches students the skills they need to handle face-to-face customer interactions involving all Apple devices. Successful completion of the Apple Service Fundamentals Exam 2017, fulfils the prerequisite for Apple Certified Mac Technician (ACMT) 2017 and Apple Certified iOS Technician (ACiT) 2017 certification. Interactive discussions and hands-on exercises guide students through the best way to manage customer interactions, the required safety precautions, and basic troubleshooting skills. Students' knowledge and skills are tested and reinforced by working through real-world scenarios and role-playing.

Training for Apple Service Fundamentals is available to technicians who work at or wish to work at Apple-authorized service facilities.

### OBJECTIVES

**Upon completion of the Apple Service Fundamentals course, students will be able to:**

- Identify and validate customer engagement skills such as empathy, setting expectations, positioning a refusal of service, and conflict resolution
- Position a repair, upgrade, or attachment so it's clear that the recommendation helps to solve the customer's issue
- Identify and validate strategies for setting realistic resolution expectations
- Identify and practice ESD precautions
- Identify the customer statements that generate a Safety First case
- Demonstrate the proper and safe handling of batteries and portable computer case assemblies with a built-in battery, and respond to events that involve these batteries
- Explain why documentation is important to the service workflow. Understand the components of clear, concise, and complete case notes and the negative impact of poor case notes.
- Find and use any Apple product's serial number to determine its level of coverage
- Describe the importance of accurate troubleshooting to the business and the customer
- Demonstrate basic troubleshooting and deductive reasoning skills, including the use of smart questioning techniques and first-level evaluation and isolation skills
- List the tools and resources that are available to help troubleshoot

\*GST Extra

## AUDIENCE

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This course is intended for anyone wishing to become certified to repair iOS or macOS devices and is the pre-requisite for those programs.

## TOPICS

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Customer Experience Skills and Managing Customer Expectations  
Documenting Customer Interactions  
ESD Precautions  
Safety First  
Embedded Battery Safety  
Introduction to Service Guide  
Apple ID  
iOS and macOS Fundamentals  
Continuity  
Mail Basics  
Networking and iCloud Fundamentals  
Basic Troubleshooting  
Apple TV and tvOS  
HomeKit  
Apple Watch and watchOS  
Apple Pay  
Determining Warranty Coverage

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