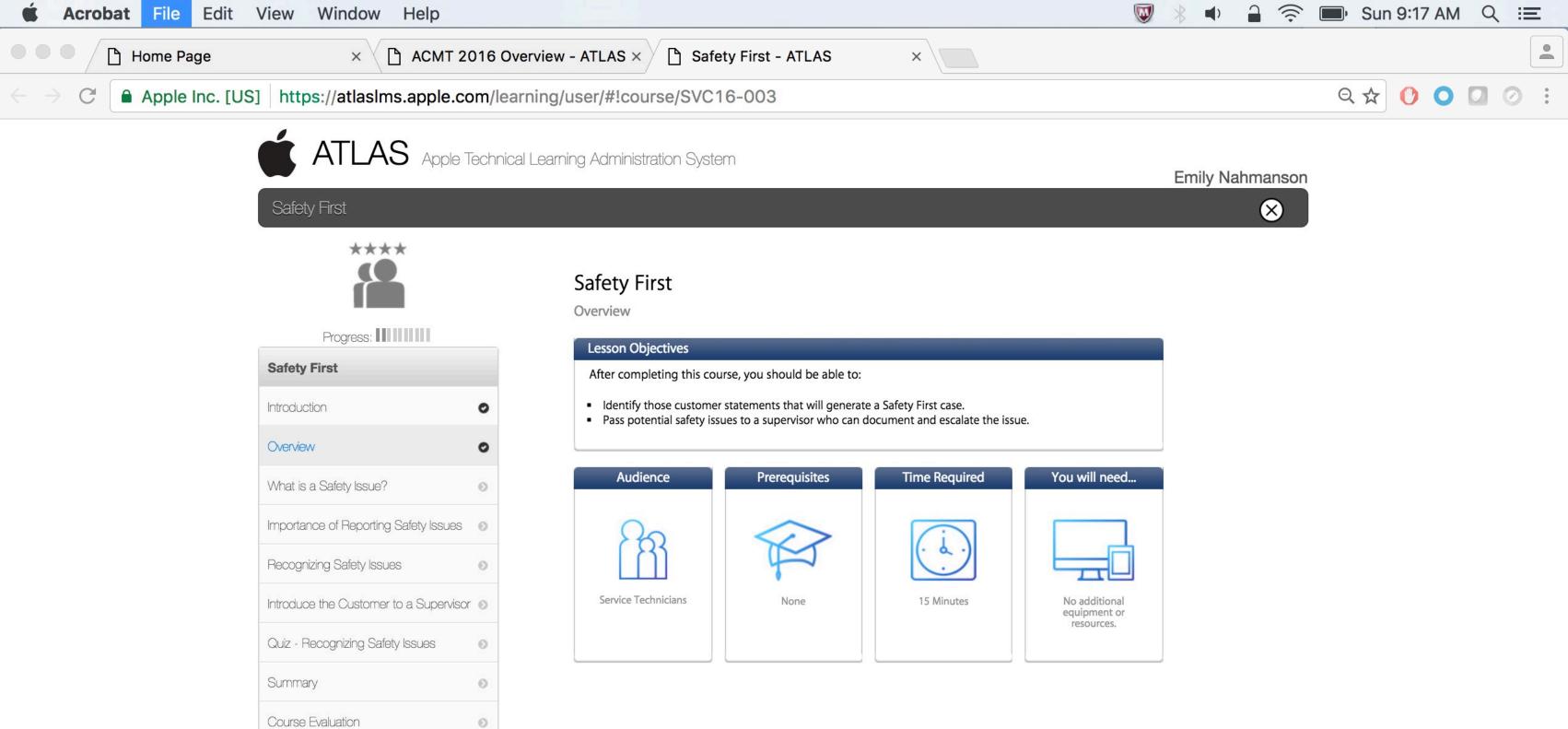


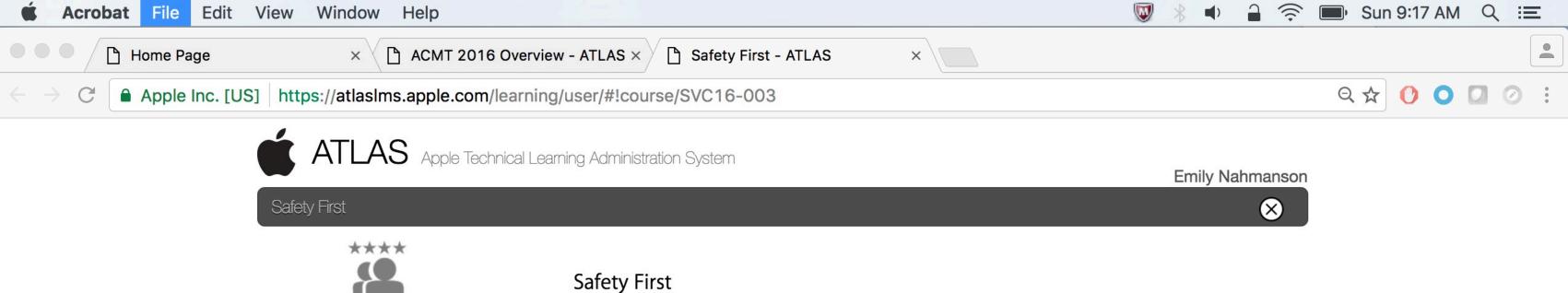
Course Evaluation

0

The Safety First course helps all technicians to recognize potential product safety issues, and teaches customer-facing technicians the right vocabulary, phrases and positioning statements to use when transferring customers to a supervisor.

This course is part of the Apple Service Fundamentals curriculum and is used to prepare for the Apple Service Fundamentals Exam (SVC-16A).





What is a Safety Issue?



From a service perspective, a product safety issue is anything customers report that includes a safety keyword like "fire" or "injury."

Though Apple products are designed to minimize the risk of personal injury or property damage, its range of products include the use of electricity, glass and batteries, and there may be potential for cutting, overheating, electrical shock, or fire. Apple places a premium on customer safety and takes reports of potential issues very seriously. Fortunately, true safety issues are rare.



If a customer claims that an Apple product caused personal injury and/or property damage, you should always flag this as a safety issue. Even if customers are mistaken or misrepresent issues as safety issues, please err on the side of caution.

Progress:

Safety First	
Introduction	0
Overview	0
What is a Safety Issue?	0
Importance of Reporting Safety Issues	0
Recognizing Safety Issues	0
Introduce the Customer to a Supervisor	0
Quiz - Recognizing Safety Issues	0
Summary	0
Course Evaluation	0

