

Customer Service Information Sheet

1. **Program Name: Electrical Technology**
2. **Program Information: In Electrical Technology we try to expose the student to as many aspects of Electricity and the Electrical Field as we can. We have found that students can learn many basic principles of electricity by repairing small electrical appliances**
3. **When and how does your program offer customer service: We repair small electrical appliances, cords, plugs lamps ect for other programs in the school and also for anyone from inside or outside who could use our service. We try to set aside one day each week for this service but things can be brought in anytime. We limit our service to basic electrical devices not electronic equipment such as computers, DVD players, or communications equipment. We can be contacted by calling the school, (330) 847-0503 then ext. 1207 and speaking to Mr. Clegg**
4. **Customer Service Fees: If parts are needed we charge what we paid for the part. The charge for labor is usually a donation to our program**
5. **What happens to the customer service fees: Money earned is used for buying more tools and supplies for our appliance repair business. If and when we have a surplus we will use it for a community service project or as a reward to the students for work that they have done.**