



# Participant Handbook

Sector  
**Electronics**

Sub-Sector  
**Communication & Broadcasting**

Occupation  
**After Sales Service**

Reference ID: ELE/ Q 8104  
NSQF Level : 4



**Mobile Phone Hardware  
Repair Technician**

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**Shri Narendra Modi**  
Prime Minister of India

**“ Skilling is building a better India.  
If we have to move India towards  
development then Skill Development  
should be our mission. ”**



**COMPLIANCE TO  
QUALIFICATION PACK – NATIONAL OCCUPATIONAL  
STANDARDS**

is hereby issued by the

**ELECTRONICS SECTOR SKILL COUNCIL OF INDIA**

for

**SKILLING CONTENT : PARTICIPANT HANDBOOK**

Complying to National Occupational Standards of

Job Role/Qualification Pack '**Mobile Phone Hardware Repair Technician**' QP No. '**ELE / Q 8104 NSQF Level 4**'

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\*Valid up to' date mentioned above (whichever is earlier)

  
Authorized Signatory  
Electronics Sector Skill Council of India

## Acknowledgement

The need for having a standard curriculum for the Job Role based Qualification Packs under the National Skills Qualification Framework was felt necessary for achieving a uniform skill based training manual in the form of a participant handbook.

I would like to express my gratitude to the Sunrise Computer Software Pvt. Ltd. team for working hard and coming up with a participant Handbook for the Mobile Hardware Repair Technician Job role. The handbook is the result of tireless pursuit to develop an effective tool for imparting the Skill Based training in the most effective manner.

I would like to thank Mr. Mahendra Balasaheb Barmukh, Mr. Mohan H. Bugal and the other team members for the tireless effort in bringing the handbook in the current format. I wish them all the best for their future endeavor in similar pursuits.

CEO  
Electronics Sector Skills Council of India

## About this Guide

India is currently the world's second-largest telecommunications market and has registered strong growth in the past decade and half. The Indian mobile economy is growing rapidly and is expected to contribute substantially to India's Gross Domestic Product (GDP). The Indian telecommunication services market is likely to grow by 10.3 per cent year-on-year. Mobile Phone subscription in India is expected to increase four-fold to 810 million users by 2021, while the total Mobile Phone traffic is expected to grow 15-fold to 4.5 exabytes (EB) per month by 2021. According to Telecom Regulatory Authority of India (TRAI), the total telecom subscriber base in December 2015 stood at 1.04 billion, out of which 1.01 billion were mobile subscribers and 25.52 million were wireline subscribers. In line with the rapid technological advancement in this field, there are exciting prospects for a fulfilling career in this industry.

This book is designed to enable a candidate to acquire skills that are required for employment. The content of this book is completely aligned to the National Occupation Standards QP/NOS and conform to the National Skills Qualification Framework (NSQF).

The Qualification pack of Mobile Phone Hardware Repair Technician, Level-4 includes the following NOS's which have all been covered across the units:

ELE / N 8106: Interact with customer and perform front end repair

ELE / N 8107: Repair and rectify faults in Mobile Phones

ELE / N 9909: Coordinate with colleagues

ELE / N 9910: Maintain safe and secure environment

Key Learning Objectives for the specific NOS mark the beginning of the Unit/s for that NOS. The symbols used in this book are described below.

Happy Learning !!

## Symbols Used



Learning Outcomes



Steps



Time



Tips



Notes



Objectives



Exercise



Activity

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# 1. Introduction

Unit 1.1- Introduction, Scope of QP & NOS

Unit 1.2- Role & Job Description - Mobile Phone Repair Technician

Unit 1.3- Personal Attributes for Mobile Phone Repair Technician

Unit 1.4- Mobile Phone History



## Key Learning Outcomes

**At the end of this module, you will be able to:**

1. Describe the scope NOS for mobile hardware repair technician
2. Explain role of mobile hardware repair technician
3. Explain Job description of the mobile hardware repair technician
4. Prepare for the personal attributes required for mobile hardware repair technician
5. Acquire the knowledge of mobile phone history

## UNIT 1.1: Introduction - Scope of QP & NOS

### Unit Objectives

**At the end of this unit, you will be able to:**

1. Explain the scope of work for mobile hardware repair technician
2. Describe NOS for mobile hardware repair technician

**Qualifications Pack**  
**Mobile Phone Repairs Technician**  
**Level 4**  
**Scope**

<b>SECTOR</b>	Electronics
<b>SUB-SECTOR</b>	Communication & Broadcasting
<b>OCCUPATION</b>	After Sales Service
<b>JOB ROLE</b>	Mobile Phone Repair Technician
<b>REFERENCE ID</b>	ELE / Q 8104
<b>ALIGNED TO</b>	NCO-2004/NIL

## 1.2: Role & Job Description - Mobile Phone Repair Technician

### Unit Objectives

**At the end of this unit, you will be able to:**

1. Explain the role of mobile hardware repair technician
2. Explain the job description of mobile hardware repair technician

**Brief Job Description:** Responsible for rectifying faults in the mobile phone brought in by the customer. Receive the faulty mobile phone, diagnose the problems, perform front end or hardware level repair as required, resolve software issues and ensures effective functioning before delivering back to customer

**Mobile Phone Repair Technician Role:** The Mobile Phone Repair Technician diagnoses problems and repairs the faulty module of the mobile phone

## 1.3: Personal Attributes of Mobile Phone Repair Technician

### Unit Objectives

At the end of this unit, you will be able to:

Prepare for the personal attributes required for mobile hardware repair technician

<b>Job Role</b>	Mobile Phone Repair Technician
<b>Role Description</b>	Receive the faulty mobile phone, diagnose the problem, decide on corrective action, repair the faulty mobile phone, rectify the software issues and ensure effective functioning of the mobile phone
<b>NSQF level</b>	4
<b>Minimum Educational Qualifications</b>	10th standard
<b>Maximum Educational Qualifications</b>	B. E.
<b>Training</b>	N.A.
<b>Experience</b>	1 year in hardware repair for 10th standard passed
<b>Applicable National Occupational Standards (NOS)</b>	<p>Compulsory:</p> <ol style="list-style-type: none"> <li>1. ELE / N 8106 : Interact with customer and perform front end repair</li> <li>2. ELE / N 8107 : Repair and rectify faults in mobile phones</li> <li>3. ELE / N 9909 : Coordinate with colleagues</li> <li>4. ELE / N 9910 : Maintain safe and secure environment</li> </ol> <p><b>Optional:</b> N.A.</p>
<b>Performance Criteria</b>	As described in the relevant OS units

## 1.4: Mobile Phone History

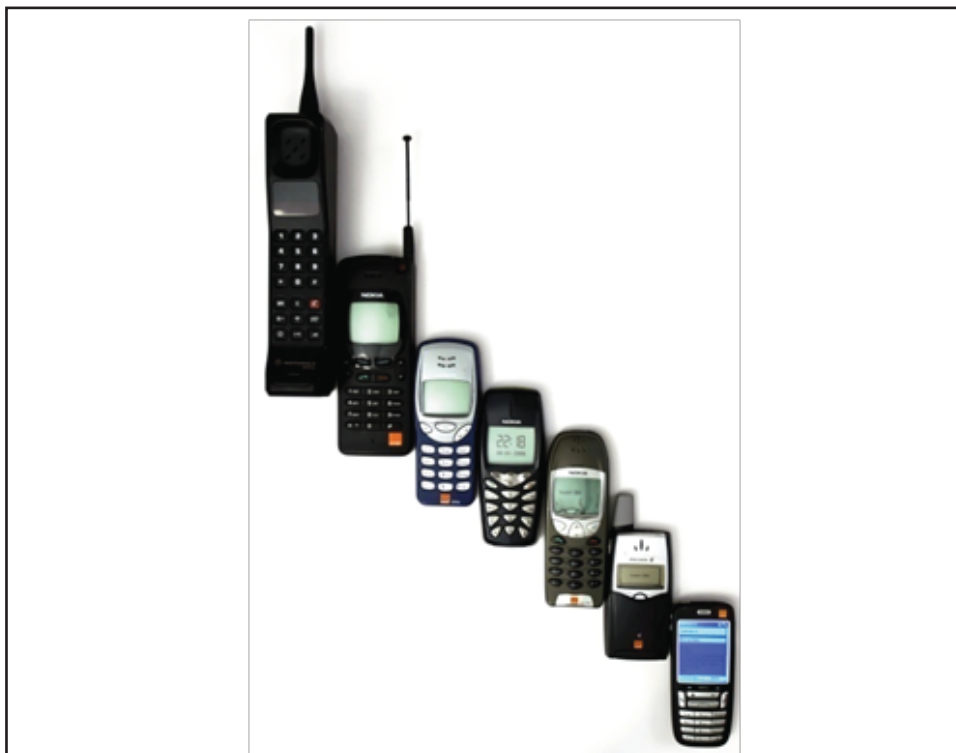
### Unit Objectives

**At the end of this unit, you will be able to:**

Explain the history of mobile phone

### 1.4.1: History of Mobile Phone

Mobile phones history covers devices used for mobile communication which connect wirelessly to the PSTN (Public Switched Telephone Network).



*Fig: 1.4.1.1 Mobile Phones Samples*

Speech transmission by radio has been used for so long which is also known as first wireless device. Recent advancement is mobile device which is capable of connecting standard telephone network. The first such device introduced was very big in size compare to the handheld devices we are using today. Mobile phone origin history is also very interesting. It has started its journey from its huge size and heavy weight and presently available in thin and techno savvy handsets thus we can say that mobile phones have covered long way so far to reach to the size and weight we are experiencing now a days. Concept of mobile phones were started with the basic telephony.

Recent advancement has been taken place in developing more portable technology and better interconnections system where as wireless communication network and frequency of its use has also experienced drastic changes. Mobile phone has been became a global gazette and has also boosted the use of Internet via mobile broadband.

Mobile phone is actually a portable telephone instrument which works on radio frequency and capable of making and receiving calls within telephone service area. Using switching system of mobile phone operator radio frequency link establish connection to get access to the PSTN (public switched telephone network). Presently cellular network architecture is used by modern mobile phone services and due to that we are often calling mobile telephones as cell phones. Apart from the telephony facilities 20th century mobile phones also support variety of other services like SMS, MMS, e-mail, access to internet, infrared & Bluetooth communication, Games and various types of business application, digital photography, digital video and much more and also equipped with more general computing capabilities.

John F. Mitchell and Martin Cooper of Motorola demonstrated first handheld mobile phone in the year 1973. This phone was having weight around 2 kg with 30 circuit boards. Charging time of this mobile was around 10 hours which was offering around 35 minutes of talk time. User of this mobile phone was having comfortable talking experience. The first hand held commercially available mobile phone was DynaTAC 8000x which was introduced in the year 1983. From the year 1983 to 2016 onwards mobile phone users have grown to several billions penetrating 100% global population. Following are some of the top mobile manufacturers of mobile phones : Samsung, Apple, Nokia, Micromax, Lenovo etc.



Fig: 1.4.1.2  
Mobile in 1973

Mobile phones have become a basic necessity of present world and have also proved themselves as one of the utmost gift for the mankind. Mobile phone has become an integral part of our lives. Few years back having a mobile phone was a sign of rich class people but due to reduction in cost and technological innovation over a period, now it is affordable to every karta of the society and thus now a days it is flooded in the market not for just catering to the needs but also as a status symbol.



Fig: 1.4.1.3 Mobile Phone

In India mobile phone market is growing rapidly with millions of unit sold in the year 2016 and cost of basic mobile phone is even dropped to Rs. 2000/- onwards.



Fig: 1.4.1.4 Mobile Phone

Considering the present scenario along with historical trends analysis of mobile handset sales, Indian market of mobile phone is growing very rapidly with more than 5% growth every previous year and will even available to bottom section of the society.

As per one of the research report average growth rate of mobile phone segment is around 32% and it is expected that with the launch of 4G it will further boost the sales adding 4G compatible mobile phones.

#### Summary:

- Mobile is an electronics instrument used to communicate between two or more persons.
- Mobile technology connects call between two persons in nano seconds.
- Wireless medium is used to connect mobile phones which is measured in frequency (Mhz).
- Mobile network operates on 700 MHz to 2.6 GHz waves
- Radio operates in the range of 100KHz to 110 MHz
- Mobile was invented in 1973 by Martin Cooper of Motorola Company in Chicago city of America.
- In 1983 DynaTac 8000x mobile was introduced to the world. Weight of this mobile was 2 Kg, battery backup was 20 minutes only and was costing around Rs. 5 Crore.
- First commercial automated cellular network was launched by Nippon Telegraph and Telephone (NTT) in the year 1979 in Japan. This network was later on used by all other mobile operators . This Network, known as First generation (1G) used Analogue Technology.
- In 1991, Second Generation (2G) digital cellular technology, based on GSM standard was launched by Radiolinja in Pineland.?



- Post 10 years of launching 2G, in the year 2001 Third Generation (3G) was launched by NTT DoCoMo in Japan based on WCDMA standard. GSM EDGE, UMTS, CDMA 2000 and DECT and WiMAX are also included in 3G. This gave boost in mobile services by enabling feature such as Video Calls, Wireless Data, Wireless Voice Telephone etc.
- Now a days the latest technology we use is called Fourth Generation (4G), this includes WiMAX standard and LTE standard technology.
- (4G) Mobile technology was developed post 1993 and new mobiles were introduced in the market.
- In the year 2014 top manufacturers of Mobile phones were Samsung, , Apple and LG.

**Notes** 

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## Exercise-1: Fill in the Blanks

1. PSTN stands for .....
  - A. Public switched telephone network
  - B. Public system telephone network
  - C. Public switched telecom network
  - D. Public system telecom network
  
2. Most modern mobile telephone services use ..... network architecture
  - A. Broadband
  - B. Baseband
  - C. Cellular
  - D. None
  
3. The first handheld mobile phone was demonstrated by John F. Mitchell and Martin Cooper of Motorola in .....
  - A. 1973
  - B. 1975
  - C. 1982
  - D. 1985
  
4. .... was the first commercially available handheld mobile phone
  - A. DynaTAC 8000x
  - B. DynaTAC 6000x
  - C. DynaTAC 4000x
  - D. DynaTAC 2000x
  
5. The mobile phone market in India is expected to grow by ..... in 2016
  - A. 6%
  - B. 4%
  - C. 8%
  - D. 10%

## 2. Interact With Customer and Perform Front end Repair



Unit 2.1- Role & Job Description - Interact with Customer & Front end Repairs

Unit 2.2- Scope of Work - Front end Operations

Unit 2.3- Performance Criteria for Front end Operations

Unit 2.3- Knowledge & Understanding - Front end Operations



## Key Learning Outcomes

**At the end of this module, you will be able to:**

1. Apply best practices for customer interaction
2. Handle different types of customer
3. Perform front end repair operation of the mobile phone
4. Explain the performance criteria for front end operations of mobile hardware repair
5. Explain the organization context for the front end operations
6. Prepare job card

## UNIT 2.1: Role & Job Description - Interact with Customer & Front end Repairs

### Unit Objectives

**At the end of this unit, you will be able to:**

1. Explain the role mobile hardware repair technician for customer interactions
2. Explain the role of mobile hardware repair technician for front end repairs
3. Describe the job description of front end operations

**Role:** Interact with customer & perform front end repair

**Job description:** Interact with customers, understand their requirement / problems faced, by them, in the mobile phones and perform front end repair, without dismantling.

## UNIT 2.2: Scope of Work - Front end Operations

### Unit Objectives

**At the end of this unit, you will be able to:**

Describe the Scope of work for the front end operations

## 2.3: Performance Criteria for Front end Operations

### Unit Objectives

**At the end of this unit, you will be able to:**

Explain the performance criteria for the front end operations

### Performance Criteria

**On the job Performance Criterion:**

The following points are important for on the job performance:

#### 2.3.1: Engage with Customers

**Understand and learn the following:**

- Receive the customers and greet them as per company's norms
- Follow behavioural etiquettes while interacting with customers
- Ensure the customers are comfortable in the store
- Communicate in the language which the customers are comfortable with
- Understand the requirements of the customers and offer service accordingly
- Inform about repair charges and warranty applicable
- In case the handset is beyond warranty, explain the terms & repair charges

#### 2.3.2: Understand the Complaint

**Understand and learn the following:**

- Interact with customers to understand the customer's purpose of visit such as repair of phone, purchase of accessories, software upload, collection of repaired phone
- Listen to customers and understand the customer level complaint such as display not working, not switching on
- Interrogate the customers to assess the cause of problem such as physical damage, uploading of any unauthorised software or application

- Decide on the action to be performed, i.e., front end repair or hardware level repair is required
- Inform customers about the time taken
- In case the handset is beyond warranty, inform the customer the delivery time & the estimated cost of repairs
- Provide document to customers for collecting the device after repair 9Mobile Phone Hardware Repair Technician

### 2.3.3: Document on Computer

#### Understand and learn the following:

- Use the system to identify the warranty coverage of the mobile phone and other terms and conditions
- Understand the customer relationship management policy of the mobile brand and inform customers about them
- Log into customer portal and enter the details of the customer and other details such as phone model, complaints, warranty coverage
- Understand and use the interactive ERP system of the company and enter appropriate details
- Use the system to prepare invoice, stock management, order placement, accessories availability, etc.

### 2.3.4: Perform Front end Repair

#### Understand and learn the following :

- Identify problem and decide the action to be taken
- Upload only licensed and brand approved applications as per customer requirement using system
- Understand the application and software compatibility with the mobile phone and suggest to customers accordingly
- Check the accessories and perform a demo with the customer to ensure their functionality (chargers, SD card, etc)
- Open the panel of the mobile phone without damaging them
- Replace the parts such as battery and clean the inner parts of the phone
- Ensure the functionality of the replaced part
- Provide necessary details on the warranty, terms and conditions of the replaced parts
- Educate customers on effective usage of mobile phone to save battery and to avoid any repeat problem

### 2.3.5: Interact with Superior & Meet Targets

**Understand and learn the following :**

- Understand the work requirement from superior, periodically
- Report to superior on the work completed
- Seek technical assistance from superior whenever required
- Document the work completed

## UNIT 2.4: Knowledge & Understanding - Front end Operations

### Unit Objectives

**At the end of this unit, you will be able to:**

1. Explain the organizational context for mobile hardware repair
2. Apply best practices for customer interaction
3. Handle different types of customer
4. Perform front end repair of mobile phone

### 2.4.1: Organizational Context - Knowledge of the Company

Organization and its processes :

Understand and learn the following :

- Company's policies on: incentives, delivery standards, and personnel management
- Company's sales and after sales support policy
- Importance of the individual's role in the workflow
- Reporting structure
- Company's policy on product's warranty and other terms and conditions
- Company's line of business and product portfolio
- Company's service level agreement (SLA) with the brand





Fig: 2.4.1 Organization Context

## 2.4.2: Technical Knowledge

Understand & learn the following:

### 2.4.2.1: Customer Interaction

#### Customer is King:

Customer is king is an old yet valid quote as no business can flourish if it does not have customers to buy their offerings. In the olden days guests were welcomed with flowers, perfumed spray of water droplets and sweets in India. Even today we have a great affection to treat our guests with lots of love. The customers are like guests who are satisfied by the company's product/service.

A customer satisfied with the product or service spreads the benefits to their circle of family, friends, relatives and colleagues. So if one of their family members were planning to buy the similar product they will chose the same brand over others. A satisfied customer is actually a brand ambassador of the organization.



Fig: 2.4.2.1.1 Make Customers Happy



Fig: 2.4.2.1.2 Customer is King

Is it that difficult to make the customers happy? If the service offered to the customer is good then why won't customer buy? Customers are no living beings from Jupiter. They are humans too. Like the way we want to be treated they expect the same. Who holds the responsibility to make them happy? It is the employees of the organization. People make an organization successful or failure. Therefore the employees are the face of the organization,

Every employee from the tongue to tail of the organization is responsible, though the frontend employees have the higher portion of responsibility.

### Greet the Customer:

The steps involved in the process of are :

- Welcome the customer (The way we do for our guests at home)
- Bringing him/her in their comfort zone
- Creating Confidence
- Making Customer feel important

### STEP 1: Welcome the Customer

Welcoming the customer involves the following things:

- Greet the customer: As per the timings greet the customer Good Morning/Evening/Afternoon
- Offer a handshake or say Namaste by folding your hands
- Introduce yourself with your name. Example: My name is XYZ.
- Last step is the first step to start a conversation "How may I Assist you?"



Fig: 2.4.2.1.3 Welcome the Customer

### STEP 2: Bring them to comfort zone:

Anyone who is coming from outside environment may have gone through either physical stress or mental stress.(Example physical stress- extreme heat in mid noon, may be unwell, have gastric/ headache etc. It can be any condition that is bringing the customer into stress and tiredness. Mental Stress- stress to overcome heavy traffic, upset probably due to fight with boss, stress due to a clash during parking the car. Again it could be anything that may put off the customer's mood in bad way.)



Fig: 2.4.2.1.4 Bring them to comfort zone

A warm welcome ensures that some part of the stress is relieved with a bright smile and warm greetings. A small talk about how are you? It is very hot today. Let me arrange some cooling refreshments and water for you.

### STEP 3: Create Confidence:

A person becomes interactive once he/she is confident to talk to the person in front of them. A villager may hesitate to talk to a person in city who is talking in a sophisticated manner over phone. Once the city person keeps the phone down and asks the villager in the language or style known to the villager. A villager can say his concerns with more confidence. You need to adjust your behaviour (does not mean to incorporate split personality) as per the customer.

Some of the key points to note during this conversation to create confidence are:

- Steady eye-contact
- A calm face
- Straight body posture
- Natural gestures
- Try to match your communication style to that of customers.

A comfortable eye contact shows that you are listening to the customer. This also shows a sense of responsibility and value to customer



Fig: 2.4.2.1.5 Create Confidence

#### **STEP 4: Making Customer Feel Important:**

Treat the customers like they own the brand. Give them undivided attention. Keep away from all the distractions like mobile, talking with colleagues etc.



Fig: 2.4.2.1.6 Making Customer Feel Important

#### **Enquire and Understand Customer Queries:**

Collecting customer information is very important to maintain records of purchase, services, repairs etc. There are various ways to collect information, but the best is by getting a form filled. Assist the customer to fill the form. Basic information includes:

Name

Age

Address

Contact number

Mobile phone brand/model

Customer complain

If the customer has visited for the first time a complete information is required. This is done for the new customers. Usually existing customers are given customer ID or any identification number.

## 2.4.2.2: Customer Types

### Characteristics of Different Customers:

Different customers can have similar characteristics, such as interests, appearance, shopping behavior, etc. So, we can divide them into “types of customers”.

You may broadly deal with three different customer types:

- Social
- Dominant
- Detached

Here are the personality traits of each customer type:



Fig: 2.4.2.2.1 Social

- Affectionate
- Understanding
- Flexible
- Easy going
- Social active



Fig: 2.4.2.2.2 Dominant

- Aggressive
- Competitive
- Very ambitious
- Success driven

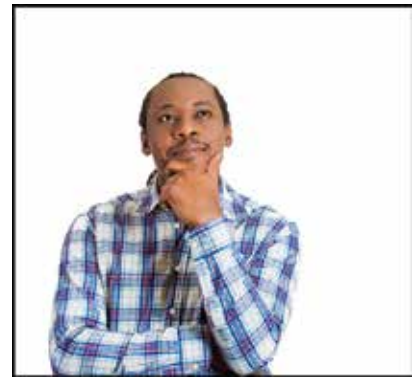


Fig: 2.4.2.2.3 Detached

- Attention to detail
- Less expressive
- Reserved
- Silent

### Handling Different Customers:

Let's now learn about some tricks to deal with different customer types and win them forever.

#### Social:

The effective ways to deal with the Social types of customers are to:

- Let the customer talk
- Touch emotions
- Use personal references
- Ask for feedback

Socializers love to receive and give compliments. However, they tend to be self-centered. They want to go to a store where they are made to feel important. Use compliments often with these customers. Do whatever you have to do to remember the names of these customers. Do remember although they look at the shopping experience as a fun, your goal is still to sell them your product.

**Dominant:**

The effective ways to deal with the Dominant types of customers are to:

- Make them feel important
- Let them see that you understand their viewpoint, and you are on their side
- Be quick in answering their queries
- Show latest versions of the products
- Avoid giving excuses and do not talk too much
- Give simple answers
- Have real solutions to what the customer wants
- Show seriousness, efficiency and interest for them and for what they need

You must show a genuine interest to them. Listen carefully to their complaints and resolving them as soon as possible.

An effective way to deal with this type of customer is by offering an excellent customer service.

**Detached:**

To deal with the detached types of customers,

- Don't get personal
- Focus on real situations
- Highlight value for money
- Let them speak at their own pace
- Spend more time with them than other customers
- Inspire confidence in them

These types of customers usually have trouble deciding their purchases, so you must try to give them time to choose the right product.

Also, they usually have difficult in communicating clearly what they are looking for. Therefore, you must pose the right questions to help them communicate better.

### 2.4.2.3: Basic Mobile Phone Hardware



Fig: 2.4.2.3 Mobile Phone Hardware

### 2.4.2.4: Popular Mobile Phone Models of Mobile Phone



Fig: 2.4.2.4 Sample Mobile Phone model

### 2.4.2.5: Mobile Phone Features



Fig: 2.4.2.5 Mobile Phone Features