

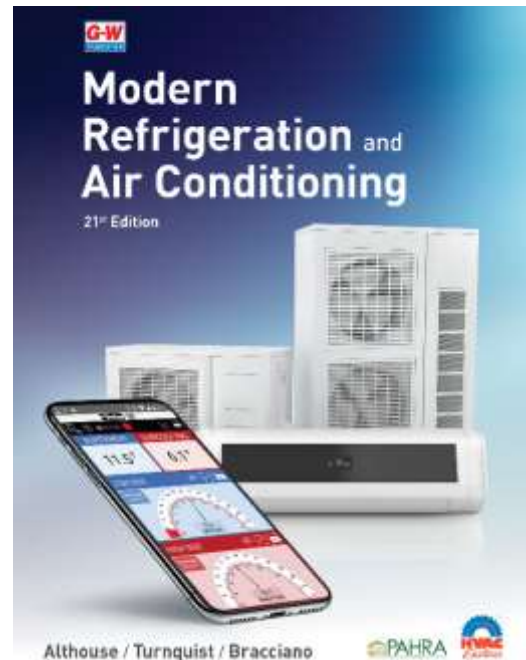


Correlation of
Modern Refrigeration and Air Conditioning, by Althouse, Turnquist, Bracciano
(Goodheart-Willcox Publisher ©2021)
to
AHRI Curriculum Guide: XXIV. Professional Service

The following chart correlates the *Modern Refrigeration and Air Conditioning* textbook (©2021) to a section of the Curriculum Guide developed by Air-Conditioning, Heating, and Refrigeration Institute (AHRI) and used for PAHRA accreditation.

The chart lists the Curriculum Guide’s knowledge and task competency objectives and the corresponding chapter numbers from *Modern Refrigeration and Air Conditioning*.

For more information on the Partnership for Air-Conditioning, Heating, Refrigeration Accreditation (PAHRA) and related accreditation, please visit: www.pahrahvacr.org



XXIV.A. Customer Relations/Communication	
Knowledge	Textbook Chapter(s)
1. Describe methods of dealing with irate customers.	Chapter 3
2. Describe methods of dealing with technician delays and scheduling realities.	Chapter 3
3. Describe methods of selling service agreements and replacement equipment.	Chapter 3
4. Explain service(s) performed in layman’s terms.	Chapters 3, 36
5. Explain how to obtain customer satisfaction.	Chapter 3
6. Explain service contracts.	Chapter 3
Tasks	Textbook Chapter(s)
1. Demonstrate professional/personal appearance and attitude.	Chapters 1, 3
2. Discuss customer telephone etiquette.	Chapter 3
3. Describe, list, calculate, and present a typical billing invoice.	Chapter 3
4. Demonstrate good customer relations.	Chapter 3