

Capable Service Contract

One of the things I enjoy in life is helping people learn. I am excited by people mastering their use of Capable Software program. What I have experienced in about 85% to 90% of all businesses that I have been in – is that the time it takes to do the job, is greater than what is expected.

On the Capable Training page of the web site, I have outlined the usual time it takes to install, set up and train staff. When I have arrived at a business, I have found situations that use more time. Some of these examples are – computers still in its box, printers still in the box, no internet connection, no one available who knows what the business hours are, or what the fees structure is. I have also been into a business where, when I arrived, some staff members had no idea they were to change to a computerised system. How stressful for the staff!

My recommendations:

Talk with me, on the phone, or email. Let's get clear about what you need. We will put it in writing, and I will ask you to sign a form acknowledging that you understand that any time estimates are estimates only, and that I will not compromise the standard of my service, just because you need some extra help.

The extra does come at the same hourly rate.

My signature below acknowledges my awareness of your willingness to be flexible in assessing our needs and delivery of your services for Capable Training and Support. I accept that our variable needs may cause the account for services to vary from any estimates of cost of services.

Name _____

Address _____

Post Code _____

Phone Work _____

Fax _____

Phone Mobile _____

Signature:

Return this form via fax to: +61 7 3395 0837