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The Computer Repair Shop Intake & Repair Workflow Kit

*Fifteen ready-to-use forms, checklists, and templates
for small PC, laptop, and cellphone repair shops.*



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01 · Counter Operations

Customer Intake Form

Captures who the customer is, what device they left, and the problem in their own words. First page of every ticket.

CUSTOMER

FULL NAME

TICKET / JOB NUMBER

PHONE (PRIMARY)

ALTERNATE PHONE

EMAIL ADDRESS

PREFERRED CONTACT METHOD

STREET ADDRESS

CITY / TOWN

PROVINCE · STATE · POSTAL / ZIP

DEVICE

MAKE

MODEL

SERIAL / IMEI

COLOUR / DISTINGUISHING MARKS

ACCESSORIES LEFT WITH UNIT (CHARGER, CABLE, CASE, STYLUS, SIM TRAY, ETC.)

REPORTED PROBLEM

IN THE CUSTOMER'S OWN WORDS — WRITE WHAT THEY SAY VERBATIM:

CHECK-IN

DATE / TIME RECEIVED

RECEIVED BY (TECH INITIALS)

Customer acknowledges the terms of the Password / Access Authorization & Liability Waiver (Form 3) and the Data-Backup Consent Form (Form 4). These must be signed alongside this intake before diagnostic work begins.

CUSTOMER SIGNATURE

DATE

07 · Diagnostic Checklists

General Diagnostic Checklist

Twelve-step bench sweep. Run every column before quoting.

AREA	WHAT TO CHECK	PASS	FAIL	N/A
Power	Adapter LED, battery health (design vs current)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
POST	Boots to firmware; POST beep pattern / codes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Storage	SMART status, reallocated sectors, temperature	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
RAM	MemTest / built-in diagnostic — pass / fail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Thermal	Fan spin-up, surface temp under 5-min load	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Display	Backlight, dead pixels, colour tint, hinge cable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Input	Keyboard, trackpad, touchscreen, buttons	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ports	USB, HDMI, headphone, charge port — mechanical + electrical	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Network	Wired + wireless, Bluetooth, signal strength	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Audio / video	Speakers, microphone, camera	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

OS boot	Boots to logon; startup impact; failed services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Malware	Quick scan pass / fail; suspicious startup items	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

DIAGNOSIS SUMMARY

TECH INITIALS

DATE + TIME

PREVIEW EDITION



Fifteen forms — full kit is \$29.

This is a 4-page teaser. The full kit contains all 15 forms across counter operations, diagnostics, communications, and technician training.



Buy the kit — \$29

<https://ouritperson.com/repair-shop-kit.php>

Or bundle it with our \$49 Bench Technician Operations & Training Manual — **both for \$59.**