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Leading the way

An update from Management

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BEHIND THE SCENES WITH FIBRE HEROES: TRUE TALES FROM THE FRONT LINE

A DAY IN THE LIFE OF A FIBRE INSTALLER

We thought it would be interesting to share these insights to highlight the experiences of two of our dedicated fibre installers. We believe it is essential to recognize and celebrate the stories of the individuals behind our fibre network—those who make the connections happen daily.

Through the voices of Nicholas and Francois, we aim to give our staff a closer look at the day-to-day realities of fibre installation, including the challenges, triumphs, and meaningful customer connections that are formed along the way.

To gain deeper insights into the fibre installation profession, we interviewed two installers working in the UK: Nicholas, a native of the UK, and Francois, originally from South Africa.

Sharing perspectives from a UK native and a South African native illustrates the diverse experiences within the fibre installation industry. These varied backgrounds provide unique insights, challenges, and solutions that reflect cultural differences and universal elements in the profession.

Each installer's journey underscores the human side of this technical field—the doubts, triumphs, and heartfelt moments that accompany their everyday work, transforming fibre installation from merely a job into an impactful career.

Kind Regards

Wilhelm Dirk

Nicholas's Fibre Odyssey: A Local's Lens

Nicholas, a native of the UK, unexpectedly became a fibre installer after receiving a recommendation from his father-in-law. Initially hesitant to leave his previous work behind, he quickly discovered a passion for his new role. Each day begins with meticulous preparation as he checks Google Maps to plan smooth routes and anticipate potential obstacles.

Unique Challenges and Creative Solutions

Nicholas recalls installations that required creative problem-solving, such as navigating cables around dense foliage by strategically routing them between poles. These challenging scenarios highlight the importance of adaptability and creativity in his daily work.

Memorable Encounters

Interactions with customers greatly enhance Nicholas's experience. He shares a memorable story about a customer whose positivity brightened his day. Even during challenging moments when customers request last-minute changes, Nicholas prioritizes clear communication and a positive attitude.

Humour and Teamwork

Nicholas enjoys his job greatly, in part due to the camaraderie he shares with his colleagues. The humour and support from his team significantly enhanced his workplace experience. "If you're stuck, there's always someone available to help you out," Nicholas emphasizes, highlighting the collaborative nature of his work.



Essential Skills and Safety

According to Nicholas, communication, attention to detail, and adherence to safety procedures are crucial for success. "People appreciate tidy work, especially on their homes," he says, reinforcing the importance of meticulous workmanship.

Rewarding Experiences

For Nicholas, the reward comes from seeing a customer's satisfaction when their connection works for the first time. "It’s deeply fulfilling knowing you've improved someone’s daily life," he reflects warmly.

Francois's Leap of Faith: A South African Installer’s UK Journey

Francois's journey began in Lichtenburg, South Africa. Encouraged by a friend, he overcame initial language barriers and scepticism to embark on a new chapter in the UK with Nano Fibre. Francois diligently prepares for each day's assignments, arriving early to manage tasks effectively solo—a contrast to his team-per-installation experiences back home.

Overcoming Obstacles and Embracing New Experiences

Francois humorously shares how he initially found the UK's numerous roundabouts daunting. Each day presents new opportunities to creatively handle installations, such as running fibre through tight ceilings with enthusiastic help from homeowners as teams are not allowed to crawl into those spaces.

Warm Welcomes and Memorable Moments

Francois appreciates the friendly hospitality of UK customers. He humorously balances and declines polite offers of tea or coffee without delaying his schedule. The welcoming nature of the residents greatly eases his transition to life in the UK.

Troubleshooting and Adaptability

Francois emphasizes the importance of quick thinking and problem-solving. Early challenges taught him to remain adaptable, and he consistently finds innovative solutions to ensure successful installations.

Building Essential Skills

Fearlessness regarding heights, patience and attention to detail form the backbone of Francois's success. The comprehensive training and state-of-the-art safety equipment provided by Nano Fibre UK has equipped him thoroughly for all challenges.

Customer Satisfaction

Francois finds profound satisfaction in customer happiness. "Seeing clients smile genuinely motivates me," he states, recalling a customer who warmly invited him to watch rugby and relax post-installation. This highlights the rewarding human interactions of his job, even though he had to decline politely.

Common Misunderstandings and Valuable Tips

Francois notes that many customers mistakenly expect fibre installations to utilise existing copper lines. He advises future customers to strategically position their routers to maximise coverage throughout their homes, showcasing the importance of thoughtful planning.

Nicholas and Francois's stories highlight the varied experiences of fibre installers, emphasizing themes of adaptability, problem-solving, and human connection that are common in their roles. Nano Fibre UK celebrates the contributions of UK natives and international professionals, proudly providing equal opportunities and fostering a diverse, inclusive work environment. Whether local or global, the fibre installation industry offers meaningful careers that connect communities and improve lives through technology.