

Customer Service – Service Recovery

What to Do When Things Go Wrong

Program Highlights:

When providing customer service, things sometimes go wrong. The way you handle a customer problem can not only ensure you maintain the customer but can also ensure the customer becomes your fan and maybe even a vocal proponent of your business. Service recovery matters! This class walks participants through a step-by-step process to help turn service disaster into service excellence.

Who Should Attend:

Front line customer service workers who have direct interaction with consumers should attend this class.



Benefits:

- Be able to take step-by-step resolution process back to your company
- Be able to implement ways to create more happy customers



Stand Out!

Course Outline

	DESCRIPTION
UNIT 1: Dealing with Difficult Customers	<ul style="list-style-type: none">• Choose your attitude• Play• Make their day• Be there
UNIT 2: Taking the HEAT	<ul style="list-style-type: none">• Hear them out• Empathize• Apologize• Take responsibility for action
UNIT 3: Impact of an Unhappy Customer	<ul style="list-style-type: none">• ___ % of unhappy customers tell you they're unhappy• How many complaints do you hear?• What does that mean to your business?
UNIT 4: Customer Service Way to Say "No"	<ul style="list-style-type: none">• Ways to say yes instead of no• Examples of what you should say
UNIT 5: Moments of Truth / Service Recovery	<ul style="list-style-type: none">• Acknowledge issue• Apologize• Problem solve• Communication solution and make amends• Implement and follow up
UNIT 6: Dealing with Complaints	<ul style="list-style-type: none">• Discuss what complaints are and are not• Discuss how complaints are a gift
UNIT 7: Service Steps	<ul style="list-style-type: none">• Acknowledge the person• Clarify the situation• Meet or exceed the need• Confirm satisfaction