

Session 5

Oops! 3 Steps to Successful Service Recovery



No one likes to hear complaints, especially if they feel they are doing the best they can. Yet, complaints provide some of the most valuable input we receive. The only way we can truly measure our success in customer service is if we base it on the customer's expectations. Without complaints we are oblivious to customer expectations and the areas in which we can improve.

Each Attendee will:

- Learn to appreciate the value of complaints
- Welcome negative feedback
- Master a simple 3 step method to quell angry patients
- Identify the correct way to turn over an unhappy patient to the boss
- Recognize their responsibility when approached with a problem
- List the 10 most valuable words in customer service
- Find the right words for the right situation
- And much more...