The Service Recovery Toolkit

Theo Gilbert-Jamison

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An employee's ability to properly resolve a customer issue or complaint is crucial in enhancing customer loyalty. They must not only feel confident that we are competent to resolve any issue of inconvenience, but also walk away feeling valued, respected, and that they are not to blame for the issue or concern.

This mini-toolkit is a companion guide to our popular workshop "The Art of Listening & Service Recovery" and it provides tips, techniques, and best practices for calming upset customers, listening carefully to effectively resolve the issue, examples of empathic responses that diffuse tense situations, suggested actions to take when you cannot accommodate a customer request, and the importance of maintaining a positive attitude with dealing with difficult customers.

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