

VOLUNTEERS – MAKING LASTING IMPRESSIONS / SERVICE RECOVERY

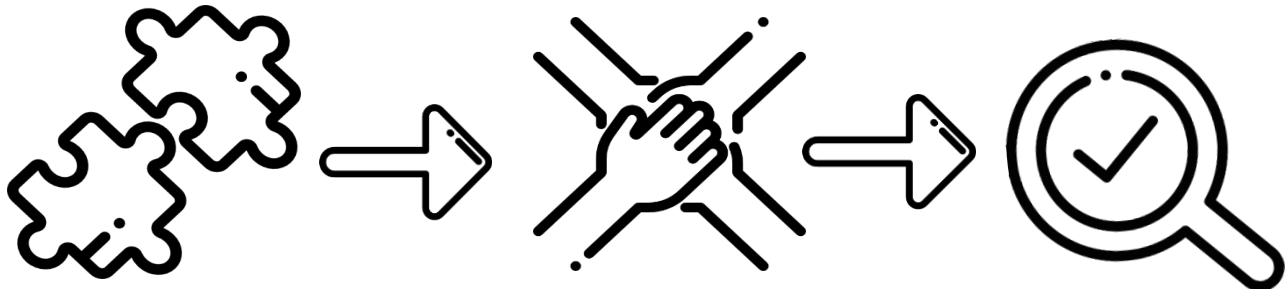
A LASTING IMPRESSION is what people remember about a positive or negative experience with a person, a group of people, a situation or an organization.

SERVICE RECOVERY is the process of making things right after something has gone wrong. It's how we deal with customers when something does not meet their expectation.

SERVICE RECOVERY is everyone's responsibility to immediately and effectively handling customer concerns.

- If a patient shares a concern or complaint with you, then own it.
- Don't pass the buck.
- If you don't have the ability to recover a complaint, then find someone who can.
- Our patients & families should only have to complain once.

STEPS TO PERFORM SERVICE RECOVERY



Connect

- Practice presence
 - Make eye contact
 - Introduce yourself, role, reason for interaction
 - Actively listen
 - Acknowledge their feelings
 - Extend a sincere apology
- And / Or
- Thank the person for bringing concern to you

Partner

- Listen without interrupting
- Focus on what you can realistically do to resolve the concern
- Using positive intent (how it will help/benefit the other person), offer solutions

Reflect

- Recap what was decided and next steps
 - Close interaction on a positive note
- Follow-up and close the loop
- Were you able to meet the customer's expectations?