GUESTS FIRST
Customer Service Training Program

Resolving less than perfect situations

Training Goal:
 To raise awareness of the emotions involved when we are confronted with a complaint or conflict, on both sides of the equation. Understanding will help us overcome our innate reactions. Steps to resolution will be reviewed. Helpful tips will be provided on dealing with difficult people, and defusing techniques. Participants will wrap up with role plays of lessons learned.

 Resolving less than perfect situations
a) Is the customer always right?
   - Icebreaker
   - Introductions
   - Activity – less than perfect situations
   - Agenda
b) Empowerment
   - Understanding empowerment
   - Recognition and handling of recurring complaints
c) Your emotions, their emotions
   - They were rude to me first!
   - Why is it aimed at me?
   - This is not the blame game
   - Our emotions
d) The Stairway to Resolution
   - *Listen (separate the issue from emotion)*
   - *Apologize (show empathy)*
   - *Offer solutions (offer several)*
   - *Determine solution (let the guest decide)*
   - *Take action (on the agreed upon solution)*
   - *Ensure satisfaction (by following up with guest)*
   - *Report incident to management (so they aren't blind-sided and it can determined if there is a recurring problem that needs more investigating)*

e) Difficult people
   - Rude and angry people
   - Know-it-alls
   - Defusing situations
   - Tips for overcoming
f) Now, show me.
   - Role Play

Learning Objectives:
   1) What is the most common reason for the guest to direct their anger at you?
   2) Name 2 points that will help you keep your emotions in check when dealing with angry people.
   3) What is the difference between aggressive and assertive behavior?
   4) We react to anger or conflict from one of 3 states of mind, what are they?
   5) How should a "recurring complaint" be handled?
   6) Name 3 ways that we can show someone we are listening to them.
   7) Name the 7 steps to problem resolution.
   8) When dealing with angry or difficult guests, name one of the defusing techniques and what it means, or provide an example.