



Caring Framework: Service Recovery

	Key Behavior	Words that Work to Support Key Behaviors
	INTRODUCE Make eye-contact and approachable smile. Use a greeting if possible. Be aware of guest's body language and seriousness in tone of voice. Provide your name, title and department.	<i>"Good morning/afternoon...Mr./Mrs. _____, my name is _____, I'm a/the _____."</i>
	CONNECT Offer assistance and then let guest vent using active listening skills. Empathize and apologize. Use appropriate tone and body language.	<i>"I'd like to assist you with your concern." "I hear that you are frustrated/upset/angry." "I am so sorry you had that experience." "I understand that your concern is"</i>
	ASK Ask or offer to assist with resolving the concern. Ask the patient what their expectations are for a solution and/or offer options for a solution.	<i>I would like to propose the following _____." "Would that be acceptable to you?" "What is your expectation for resolution?"</i>
	RESPOND Clarify or verify agreement on next steps.	<i>"I understand that you would like..."</i>
	EXIT Indicate that their concern is important and state the timeframe in which they can expect a response. Offer to take care of issue immediately. Exit courteously by saying thank you, restating your name, acknowledging the importance of their feedback, and asking if there is any further assistance which can be offered.	<i>"We take your concerns very seriously. I will work on this right away and get back to you within _____." -OR- "What I can do to help you is get the appropriate person to assist." "Thank you again for bringing this issue to my attention. Again, my name is _____. Your feedback is valuable and will be used to improve our systems and processes. Is there anything else I can do at this time?"</i>