ACT©! is a Disney inspired service recovery model featuring three simple steps: Accept, Correct and Thank. Use this worksheet to identify your organization's common service recovery problems and determine possible solutions for those problems.

Directions

1. List the most common customer service recovery situations your team members experience. Then place each situation into one of the four categories (Sympathize, Share, Solve, Save).
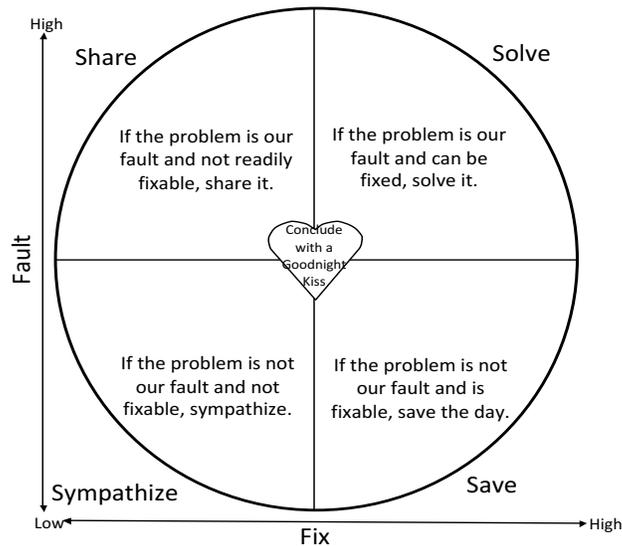
Situation: _____   Category: _____

Situation: _____   Category: _____

Situation: _____   Category: _____

Situation: _____   Category: _____

Situation: _____   Category: _____

Situation: _____   Category: _____

Situation: _____   Category: _____

Situation: _____   Category: _____

2. List the behaviors, actions and words that your team members should deliver in each of the situations listed above. Then script appropriate responses for those service recovery situations.

   Step One – *Accept* the problem.

   - Listen: _____

        (Let the customer vent.)

   - Affirm: _____

        (Sympathize with the customer.)

   - Comprehend: _____

        (Verify you understand the complaint.)

   Step Two – *Correct* the problem.

   - Apologize: _____

        (Express regret that the customer had this experience without accepting blame.)

   - Offer: _____

        (Tell the guest that you will help.)

   - Identify: _____

        (Select the appropriate solution.)

   Step Three – *Thank* the guest for working with you.

   - Share: _____

        (Explain the solution to the customer.)

   - Appreciate: _____

        (Thank the customer for bringing the matter to your attention.)

- Touch: _____

     (Deliver an additional surprise that connects emotionally with the customer.)

3. Which of the situations and solutions listed above offers the best opportunity for improving service recovery?

     Opportunity One: _____

     Opportunity Two: _____

     Opportunity Three: _____

4. What will you do to take advantage of the opportunity(ies)?

     _____

     _____

     _____

     _____

     _____

     _____

     _____