

# the Art of Making It Right

We work hard to provide a seamless customer experience yet at times, an error may occur. In these situations, we must respond to our guest with care, respect and quick action.

Guests are the priority in our day and their concerns and needs must come first. Respond to a guest inquiry quickly and communicate clearly. Take a moment to follow-up later with a phone call, email or personal message to ensure they are fully satisfied with the resolution.

Strategize with your team on how the situation could be avoided for future visits.



set **High standards**  
express **Empathy**  
show **Respect**  
display **Optimism**  
be **Effective**  
find **Solutions**

**“Be somebody who makes  
everybody feel like somebody.”**

Robby Novak  
American personality best known  
for portraying Kid President

**COMPLETE THE FOUR ACTIVITIES FOR THIS TOPIC THROUGHOUT THE COURSE OF THE MONTH.**

**Activity #1**

Review the Hospitality Training poster for the month of August.

Sometimes throughout the course of the day we make mistakes. No one is perfect and it happens to all of us, but what's really important is that we take accountability for our mistakes when they do happen.

Think of a time when you were dissatisfied with a service you were provided. What was done to correct the problem? Did you feel like the person empathized with you and took full ownership in resolving your dilemma? Discuss with your colleagues what expectations you have as a customer when resolving a problem.

**Activity #2**

We must be aware of what our customers' needs are at all times and when our guests come to us regarding a concern they have, we must be ready to resolve the problem and exceed their expectations. This is an opportunity for us to shine! As a team, come up with a list of concerns you have had to face within your accounts. Discuss what options would not only please our guests, but ensure they leave happy with a positive outlook regarding us and our exceptional service.

**Activity #3**

When our guests let us know there is a problem, we must first actively listen to what is being said. If we interrupt or jump in with a solution immediately, we will miss the opportunity to connect with our customers. After actively listening, provide a genuine apology for the error. Guests should feel as though you truly are sorry for the mistake. Follow up with solutions to resolve the situation and then gain agreement. Having the guest involved in their resolutions allows them to feel as though they have a voice. Be sure to thank them for allowing you the opportunity to correct the problem and welcome them back for another visit.

Practice scenarios amongst your peers in which a customer may have experienced. Remember to actively listen, provide a genuine apology, provide solutions, gain agreements and resolve with a follow up thank you.

**Activity #4**

In our industry of food service and hospitality we absolutely never want to tell a guest no, but there are times when we receive a request we are unable to fulfill. Maybe a guest seeks a certain brand or product we do not carry or a patient requests a specific food in which their doctor may not permit. The key to properly handling these situations is to always stay positive. Focus on what we can provide and not on what we can't.

Practice with your team members in which a person asks for an item we may not have or be able to prepare for them. One team member will respond to the request. Continue this exercise giving everyone an opportunity to provide alternative solutions.