

MAKE-IT-RIGHT POWER EXERCISE

Empowerment To Solve Customer Problems

Make a list of commonly encountered customer service problems in the first column. Then discuss what the company's policy is, if any, for responding to these problems in the middle column. Then write down any suggested improvements you have for solving these problems in order to provide a World-Class customer service experience in the last column.

CURRENT PROBLEMS	PRESCRIBED SOLUTIONS	SUGGESTED IMPROVEMENTS
<p><i>Example: The flight that John was on from Chicago to Phoenix was late taking off because of fueling issues. John arrived in Phoenix too late for his flight and would have to take a flight that was scheduled two hours later, at midnight. John has been traveling all day and is visibly exhausted. John also wants some compensation for this screw up.</i></p>	<p><i>Example: Book John on the midnight flight and offer him the 800 customer resolution center phone number that he can call tomorrow.</i></p>	<p><i>Example: Provided John with a \$10 voucher that he can use to purchase a drink and a snack at the airport.</i></p> <p><i>Issued John a \$100 travel voucher that he can use to book a future flight</i></p>