

# Service Recovery

## Foundations of The Sharp Experience

### Practicing a Heartfelt Apology

While it's impossible to prepare for every instance that Service Recovery would be needed, it is helpful to practice so the process feels natural and authentic when the need arises. Using this worksheet, recall or imagine a scenario that requires Service Recovery and work through the HEARTS framework to make the situation better.

#### What's the situation?

#### Hear

How would you show that you want to understand their concerns? What questions would you ask?

#### Empathize

What words, phrases and body language would you use? How would you validate their experience? How would you determine if the main issue is what they're complaining about or if something else is the real problem?

## Apologize

How can you say sorry, without blaming anyone?

## Resolve

What are some ways you can make the situation better? How can you ask if they have any ideas? If your team has a Service Recovery toolbox, what items are in it for you to use?

If you need to escalate the situation, how would you contact leadership or security?

## Thank

How can you genuinely thank the person for sharing their concern? What can you say to your manager so the team can learn from the experience? What can you do to prevent the situation from happening again?

## Self-care

How would you know if you needed some time to decompress after a stressful situation? If needed, who would you seek out for support and how would you ask them?