



HANDLING VISITOR PROBLEMS

Handling Visitor Problems

Up to this point, we have focused on the importance of greeting and listening to visitors. Now, we will focus on Handling Visitor Problems.

Handling Visitor Problems

- **Perhaps the most important part of your job**
- **“Give customers what they want when they want it; it’s all right to give more, but never give less than the customers expect.”**

Customer Service to a Diverse Population

**Think about how diverse the population is that you serve.
Put yourself in the visitor's shoes.**

Customer Service to a Diverse Population

-Men

-People of color

-Education levels

-Women

-Religion

-Language

-Age

-Different ethnic groups

First, people are not always accustomed to your normal policies and procedures.

This means that whenever you find yourself having to explain something to a visitor, **put yourself in their shoes.**

Customer Service to a Diverse Population

Second, many of us talk too fast. Slow down when speaking, especially when there is a language barrier.

Customer Service to a Diverse Population

Third, if there is a written policy or sign, refer to it when explaining yourself.

Customer Service to a Diverse Population

Lastly, keep your frustration under control. You're not the only one feeling this way.

Customer Service to a Diverse Population

- **You may have to use a variety of skills to sooth the visitors' emotions and bring them back to “happy” status.**
- **When customers are irate, do your best to remain calm. Understand that they probably are not irate because of you personally.**

Effective Customer Service

- **How things work**
- **One of the best ways to offset frustration is to **keep the customer informed.****

Effective Customer Service

- **When on the phone, explain what you are doing. For example, “If you’ll just bear with me for a few seconds, I will pull up that information on my screen.”**

This narrative approach is preferred to dead silence.

Effective Customer Service

- **Own the problem**
- **Customers want you to take responsibility for and own the problem. They want to feel that their issue is being addressed and given the attention it deserves. Proactive statements such as, “Let me take that on and get back to you with more information” or “I will personally see this problem through until it is resolved” gives the customer assurance that you own the problem.**

Effective Customer Service

- **When you take ownership of the problem early in the process, you will see a noticeable shift in the visitor's attitude.**
- **When you own a problem through to the end, and deliver optimum visitor service, visitors will leave happier when a problem is resolved beyond their expectation than if they experienced no problem at all!**

Effective Customer Service

- **Invite people back**
- **After resolving a problem, thank the visitor for their patience. Express confidence and enthusiasm that they will visit the destination again.**

Effective Customer Service

- **People like to feel appreciated and invited back. You would be surprised how many visitors do come back as a result of great service and the invitation to return.**
- **For example, “I look forward to seeing you here again. If there’s anything I can do on your next visit, please ask for me. My name is Joe.”**

Handling Visitor Problems **QUIZ**

TRUE OR FALSE

Handling Visitor Problems QUIZ

“Give customers what they want, when they want it. It’s all right to give more, but never give less than the customers expect.”

Handling Visitor Problems QUIZ

“Give customers what they want, when they want it. It’s all right to give more, but never give less than the customers expect.”

TRUE

Handling Visitor Problems **QUIZ**

**Many of us talk too fast.
Slow down when speaking,
especially when there is a
language barrier.**

Handling Visitor Problems QUIZ

**Many of us talk too fast.
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TRUE

Handling Visitor Problems **QUIZ**

When you own a problem through to the end, and deliver optimum visitor service, visitors will leave happier when a problem is resolved beyond their expectation than if they experienced no problem at all!

Handling Visitor Problems QUIZ

When you own a problem through to the end, and deliver optimum visitor service, visitors will leave happier when a problem is resolved beyond their expectation than if they experienced no problem at all!

TRUE

Handling Visitor Problems **QUIZ**

FILL IN THE BLANK

Handling Visitor Problems **QUIZ**

When you take ????????????
of the problem early in the
process, you will see a
noticeable shift in the
visitor's attitude.

Handling Visitor Problems **QUIZ**

When you take **OWNERSHIP of the problem early in the process, you will see a noticeable shift in the visitor's attitude.**

Handling Visitor Problems **QUIZ**

**People like to feel
???????????? and
invited back.**

Handling Visitor Problems **QUIZ**

**People like to feel
APPRECIATED and
invited back.**