

Key Principle: Service Recovery

Take ownership of your customers' problems and take responsibility to address customers' problems immediately. Resolve problems and take special care to maintain and enhance positive relationships with customers.

What PBS regional senior leaders say about **Recovery**:

"A huge part of respect comes down to always being honest – even about the hard things."

"Having established a good, solid working relationship with customers can serve as a strong buffer if you have to deliver news that may not be the news that either you or the customer had hoped."

"When you make a mistake, acknowledge the mistake and have a plan for how you're going to recover from that mistake. And do it."

"If your customers have confidence in you, believe you, and trust you, you will recover. You will resolve a mishap when you acknowledge the problem has happened, you have a plan to address it and you have a new schedule and plan to follow-up."

What our federal customers say about **Recovery**:

"They maintain their dignity; they offer me their respect."

"They are part of the solution; that's their goal."

What valued service providers say about **Recovery**:

"You have to understand your customers even more than they understand themselves."

"Thinking together as a team promotes learning. And learning together generates insights and sharing across teams. The results are positive behavioral changes."

"Recovery starts with awareness. Awareness is key to customer service."



r3pceworks@gsa.gov