ABOUTFACE
SERVICE RECOVERY INDEX

The Tipping Point to Entrenched Loyalty

Assess your leadership's readiness to turn service failure into entrenched loyalty.

LEADERSHIP SELF-ASSESSMENT

Leadership - Pillar #1		
Category	**Score 0-2**	**Description**
Technology		Invested in technology to assure escalations receive immediate attention?
Measurement		Created a method for employee's to become ground intelligence and issue collectors?
Education		Funded education for the frontline to properly engage in service recovery?
Focus		Given frontline workers clear authority and budget for how to address service recovery issues (one and done)?
Focus		Worked together to understand and clear transition gaps in order to assure customers pass from one area to another without falling through the cracks?
Measurement		Created a consistent way to measure proficiency in support and service delivery, not just sales?
Measurement		Devoted budget to programs to track individual service accountability?
Focus		Become active in collecting, understanding, prioritizing and improving 'dissatisfiers' in the overall business strategy?
Total Score		

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