



MASTER the 7 SERVICE TRIGGERS

The Powerful Method
for Preventing
Customer Service
Issues from Happening
in the First Place

An Online Training Course from
CustomersThatStick.com

WORKSHEET: SERVICE TRIGGER #1 Being Ignored

Exercise 1



What are the expectations around first interactions that are specific to your industry?

1. _____
2. _____
3. _____



Exercise 2

What expectations do your customers have for being greeted or acknowledged at your organization?

1. _____

2. _____

3. _____



Our research shows 86% of customers have felt ignored by a business before!



Exercise 3

List three ways customers have said that they've felt ignored by your organization.

1. _____

2. _____

3. _____