



# 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 #2 Being Abandoned



### Exercise 1

What are the three most common reasons that you may need to disengage with your customer?

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_



## Exercise 2

In your role, what techniques can you use to ensure that your customer does not feel abandoned?

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_



Assuring accountability combined with getting buy-in for response time is a great way to make sure you don't pull the abandonment trigger!



## Exercise 3

How can you assure accountability if it's not your responsibility and/or department?

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_