



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 #3 Being Hassled



Exercise 1

What are the most common sources of customer hassle within your organization?

1. _____
2. _____
3. _____



Exercise 2

Why do your customers feel this way?

1. _____
2. _____
3. _____



In our own research, we found that 78% of customers who felt hassled were NOT likely to do business with that organization again!



Exercise 3

What are three ways that you can create a hassle-free customer experience?

1. _____
2. _____
3. _____