



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 #6 Being Powerless



Exercise 1

Write down a time you felt powerless as a customer. Why did you feel that way? How could the company have made it better?



Exercise 2

Now that you understand how customers can feel powerless, write down 3 ways that they might feel that way with your organization.

1. _____

2. _____

3. _____



Exercise 3

What are 3 ways you can help prevent the powerless trigger from being pulled? How can you make the customer feel in control?

1. _____

2. _____

3. _____