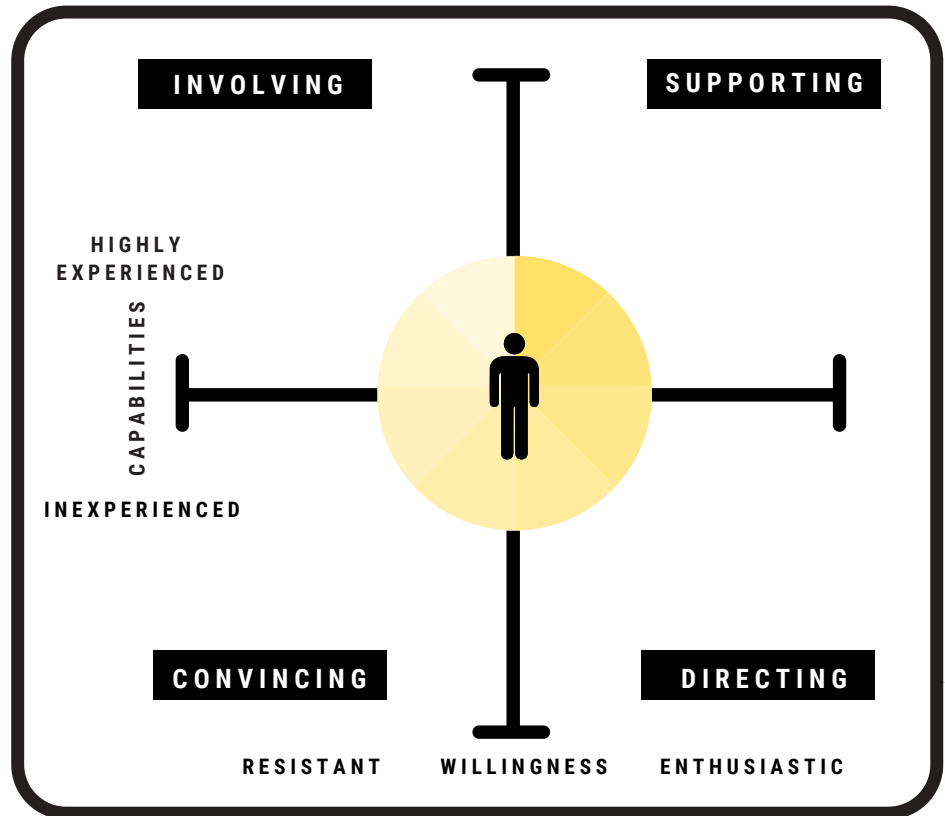


# QUALITY 2.0

EVERYONE MATTERS.  
EVERY INTERACTION MATTERS.



## ALWAYS

## NEVER

**C** CAREFULLY LISTEN

LISTEN

TALK OVER

**A** ASK & ACKNOWLEDGE

OWN IT

ASSIGN BLAME OR MAKE EXCUSES

**M** MISSION TO SOLVE

ASK QUESTIONS

NEVER ASSUME

**P** PERSONALLY THANK

PROVIDE A RESOLUTION

OVER COMMIT OR OVER PROMISE

EXPRESS APPRECIATION

TAKE CUSTOMERS FOR GRANTED

# QUALITY | 2.0

EVERYONE  
MATTERS.  
EVERY INTERACTION  
MATTERS.



## CAREFULLY LISTEN



- Was the team member present in the moment, carefully listening to the Customer?
- Did the team member miss any pertinent information that the Customer shared?
- What opportunities might there be to improve listening?

## ASK & ACKNOWLEDGE



- Did the team member ask the right discovery and clarifying questions?
- Were there any questions the team member should have asked?
- Did the team member appropriately acknowledge the Customer's statements and responses?
- What opportunities might there be to ask better questions, re-frame the scenario for clarity, and acknowledge the Customer's statements and responses?

## MISSION TO SOLVE



- Did the team member provide a resolution to the Customer's issue?
- Was it the correct resolution? If not, why not?
- What opportunities might there be to recap the situation, resolution, and next steps with the Customer?
- Did the team member create a case and make notes in the feed as necessary?

## PERSONALLY THANK



- Did the team member express sincere appreciation for the Customer contacting us and/or doing business with us?
- What opportunities might there be to make the interaction more personal?