



Fort Belvoir
Community
Hospital

ACT

for service recovery

A

Acknowledge and Apologize

- Give the customer your full attention.
- When a mistake is recognized, apology sincerely.
- Remember, an apology does not imply that you are responsible.
- Don't be defensive.

C

Commit to Correct

- If you cannot assist, refer the customer to someone who can.
- Follow through on every referral.
- If you promise to assist, keep your word in a timely manner.

T

Thank and Track – Be a problem solver

- Thank customers for bringing concerns to your attention.
- Assure them they are helping other customers.
- Keep your supervisor informed of all concerns.
- Assist in tracking concerns, no matter the size or severity.