

Setting Limits

For each scenario use the template below to determine the behavior and the consequence. There may be multiple appropriate consequences for a given situation. Discuss with your partner to determine how you would handle the situation, starting with what language you would use to stop the behavior before using an if/then statement.

Example: A group of drunk guests are being loud and disrupting your tour during a night event.

If you continue to be disruptive then I'm going to ask you to leave the tour.
(behavior) (consequence)

Scenario 1: You are in a play, build, learn area and a guest is angry that you aren't "controlling" the other children. As you are talking with the guest, the person continues to escalate, yelling and swearing that you don't know how to do your job.

If _____ then _____
(behavior) (consequence)

Scenario 2: You are giving an exhibit tour to 1 person. After a few minutes, they begin standing very close to you as you facilitate.

If _____ then _____
(behavior) (consequence)

Scenario 3: After waiting in line for a few minutes a guest approaches the front desk and makes a racist comment about you.

If _____ then _____
(behavior) (consequence)

Customer Service Resolution Models

LAST

Listen

- Acknowledge the guest's concerns and show you understand.

Apologize

- Express regret for the effect of what occurred, not the cause.

Solve

- Present a solution that is agreeable and ensures a future visit.

Thank

- Thank the guest for allowing you to make things right.

HEAT

Hear Them Out

- Come prepared to listen and help
- Allow them to vent, let them finish

Express Understanding

- Restate what you heard
- Acknowledge the negative emotion they are feeling

Apologize

- Say "I'm sorry" for the effect of what occurred (if applicable)
- Keep it brief

Take Action

- Offer an alternative
- Contact another department or supervisor (e.g. GE)