

PREEMPT AN ESCALATION

Here's what we now.

Here's what we've done.

Here's what's next.

**THE TIME VALET
REFRAMED WITH MY
HUSBAND**

EXAMPLE

Here's what we know *The accident happened in our parking garage at 7:42 pm. The driver was in a white Honda Civic, license #. He sped off and left the scene.*

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Here's what we've done *We've filed a claim with our loss-prevention team. We have two eyewitnesses. We have filed a police report with the Austin Police Department.*

Here's what's next *You also need to file a police report. You need to notify both your insurance company and your rental car company. Your insurance company will go after the driver.*

PRACTICE

Prepare to deflect an escalation by walking the customer through: Here's what we know, here's what we've done, here's what's next.

Here's what we know.

PRACTICE

Prepare to deflect an escalation by walking the customer through: Here's what we know, here's what we've done, here's what's next. Include understanding, empathy, and options in your response.

Here's what we've done.

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Prepare to deflect an escalation by walking the customer through: Here's what we know, here's what we've done, here's what's next. Include understanding, empathy, and options in your response.

Here's what's next.