

Week 10 - Live the 3Rs and TOFU

Who: all employees

Time: 10 minutes

Required: computer with access to internet (possibly projector)
handout "[3Rs of Whistler's Service Solution](#)"

TOFU is especially important when there is a problem with a customer. When an employee is unable to TOFU, the customer will be disappointed or even frustrated with the service.

Exercise:

- [Watch](#) this video (United breaks Guitars)
- Discuss how the customer service disaster could have been avoided if the airline had applied the 3Rs and TOFU

To view other weekly steps [click here](#)