

Looking For Positive Experiences

It is often easy to spot exceptional or substandard service, but we sometimes overlook solid, positive service delivery. To raise your awareness of what positive service consists of and how it is delivered, take a day during a weekend or holiday and go on a service "scavenger hunt." First review the techniques covered in the section "Communicating Positively." Visit as many stores or businesses as possible in your area (maybe a local mall). Search for instances in which service providers used these or other techniques to deliver quality service. Afterward, answer the following questions.

1. *What types of positive communication did you find? (Give examples.)* _____

2. *How did you (or whoever you witnessed) react to the techniques experienced? (Be specific.)* _____

3. *What techniques (other than the ones from the text) did you witness or experience?* _____
