



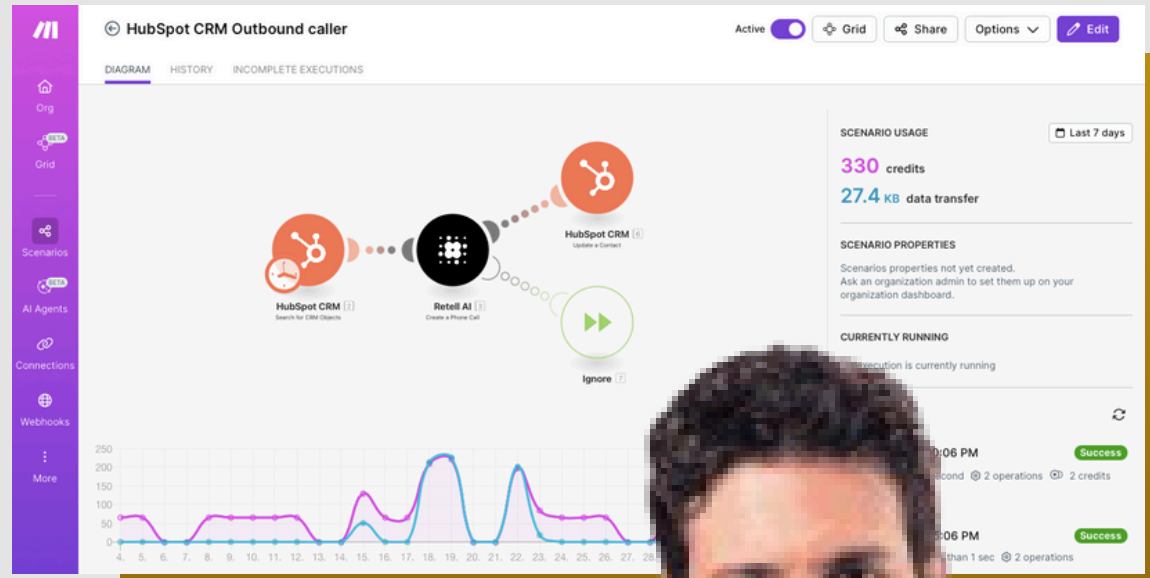
JOB AID

SERVICE BREAKDOWN RESPONSE GUIDE

Supports consistent, professional responses when service fails.

Use When

A missed expectation or failure is identified



Anchor Action

- Acknowledge the issue
- Assess impact
- Communicate next steps

Reminder

How you respond matters more than the failure itself.

