**Delivery Issues**

Subscriber did not receive newspaper:

(First and foremost, listen to the caller and let them finish before you speak. Apologize and repeat the reason they are calling to show you are listening to them and that you care about resolving their issue. Address them by name, when possible.)

“Mr. Smith, I can certainly understand your frustration and I will definitely look into getting this corrected for you.”

(Depending on your missed delivery policy, offer to deliver a newspaper the same day or the next delivery day. If you are authorized to give credit, do that as a last resort.)

“I apologize that you did not receive your newspaper. I will contact the district manager and the carrier to assure this does not happen again. If you experience additional delivery problems, do not hesitate to call me. My name is NAME.”

(It is appropriate to provide the customer with the carrier’s contact information.)

(It is very important to make sure you follow through with what you told them.  We don’t want to disappoint them again. Repeat issues just make for a more frustrated subscriber.)

A few reminders for providing good customer service:

* All subscribers deserve the most attentive, courteous and professional treatment you can provide
* Attitude is everything; put a smile on your face when taking a call.  Even though they can’t see your face they can still feel your attitude and it will have an impact on how the call proceeds
* Our subscribers are the lifeline of our business….Think how you like to be treated when you are the customer
* Do not promise something we can’t do. Tell them what we CAN do and make sure you follow through
* If you must put a subscriber on hold, limit the time and check back often so they don’t think you have forgotten about them

And finally, as should be done with every call….if the caller is not setup for EZ Pay, make that suggestion, sharing the monthly savings and convenience.  Also, ask them if they are aware of our subscriber rewards program and share some of the offers that are available.