

CUSTOMER SERVICE BEST PRACTICE

HOW THE TOURIST INDUSTRY CAN SUPPORT INTERNATIONAL VISITORS WHO HAVE SUFFERED A CRIME OR OTHER DISTRESSING EVENT



When a visitor needs support - remember the 6 S's

- Speed** Acting with Speed is critical- visitors are on holidays and often have limited time, so distressing events interrupt their itinerary and this adds to their stress
- Story** Take the time to listen to their Story – they usually want to share their experience with someone who can empathise with them and provide reassurance– make sure they know you are there to support and help them
- SOS** Recommend they talk to Tourist SOS who can help them to resolve their problem quickly
- Share** Share the contact details - website www.touristSOS.ie, telephone +353 1 661 0562 / Whatsapp +353 (0) 87 47 69 402 info @touristsos.ie
Or scan QR code, if available
- Simple** Remember that some visitors may not have fluent English, so use Simple language and gestures. Google translate can also be a great tool if necessary.
- Support** Any gestures of Support and kindness go a long way- for instance offering a cup of tea and somewhere quiet to sit and use a phone are small things that mean a lot and are greatly appreciated by visitors.