

Handling Complaints and the Irate Customer

Session Objectives

- Approach complaints as opportunities
- Learn 3 basic steps to take when handling a problem
- Learn how to diffuse difficult situations
- Discuss the importance of not taking a complaint personally
- Introduce you to the concepts of being a CLASS ACT

Question For Consideration

Why should complaints be considered as opportunities?

Think about yourself as a “customer” for a moment and how you feel when you experience service that leaves you dissatisfied.

Are you more likely to talk about your unsatisfactory experience than a positive experience?

Probably.

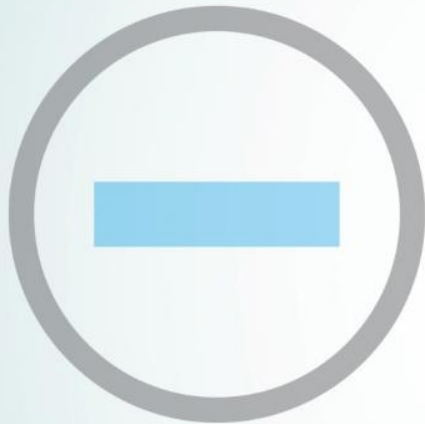
4 Basic Steps To Take When Handling A Specific Problem

- FOCUS on the PROBLEM
- Take RESPONSIBILITY
- OFFER SOLUTIONS or Alternatives
- Say “THANK YOU”

Complex Problems Require Expanded Skills

- Don't Become DEFENSIVE
- Get HELP if Necessary

Irate Customers Can Upset Us!



How can we keep ourselves from taking it personally?

Use self-talk to maintain a positive attitude for the next customer or situation you encounter.



What to do to be a CLASS ACT

Courteous

Listen

Ask Questions

Soothe

Solve

Apologize

Control

Thank

Next Topic...

**The Language of Positive
COMMUNICATION**