**Dealing with customers**

1. My responsibility working in this service department is, that I need to help the customer with his issues.

Not only helping him, but make him feel understood, aswell as not giving him the thought of being dumb.

Leading him to the solution of his problem or leading him into another department in your own company could also be a part of your daily work life.

1. The issue is, that the customer is not soothed with the software, due to it having a problem.

Not solving the problem could cause in a lot of trouble, because Howarth Technology in one of the biggest customers.

Mr. Liptrots dialect also makes it complicated to follow the conversation, this is what makes the apprentice worried.

1. The first step in calming down a customer could be, to make him feel understood, tell him that you are sorry for the issue and that you will immediately help him or lead him into another department in your company, so they can find a solution for his softwareproblem.