**Activity 2**

1. When acknowledging your customers query, what information should you be confirming back them? In the video supplied, what concern did Myra Golden have and what did the customer service representation say to her?

Once acknowledgement of the customers query has been made the key points of the query needs to be summarized back to the customer.

Myra Golden was concerned that her flight was not booked.

The customer service representation told her the following:

“Ms. Golden, this is a system error. You’re checked in all the way through to Tulsa. I don’t want you to worry at all. Your flight is confirmed, and you’re checked in. You have a few options for getting your boarding pass, but I want you to know it’s all good. You’re confirmed and checked in.”

2. What kind of emotions could you expect from a customer when they first contact you on the phone?

● Concern

● Excitement

● Anger

● Frustration

● Disappointment

3. When a customer’s concerns are not acknowledged, how might they feel because of this?

● Rejected

● Angry

● Frustrated

● Disappointed

4. Supply examples of acknowledgement statements that may be used to set customers minds at ease:

● “I realize this whole thing is frustrating for you”…

● “I can appreciate that”

● “I know this has been just awful for you”

● “I know you’re anxious to see your credit for this return. I’ll do my best to find out what’s going on with this.”