

# Handling Complaints

- Your customer may call to file a complaint.
- The complaint can also happen while you are speaking with your customer.

## What you should do:

### Practise excellent phone etiquette

- ☒ Tone of Voice
- ☒ Choice of Words
- ☒ Listening Skills
- ☒ Probing Skills

### Practise outcome-first attitude:

- ☒ Accuracy
- ☒ Accountability
- ☒ Responsiveness
- ☒ Appropriateness

## Your customer is assured of your:

- ☒ Professionalism to investigate & follow-up
- ☒ Responsibility to resolve fully
- ☒ Positivism to improve & do better
- ☒ Sensitivity to satisfy needs as best possible

## Documentation is important to ensure:

- ☒ Thoroughness in capturing the details
- ☒ Sensitivity to satisfy needs as best possible