

Handling Emotional Customers

Angry

Customer

"How your guys do business?
Do you know how frustrating this is? The way
you are treating your customer is ridiculous!"

You

"I am sorry that you feeling unhappy about the situation, and I can
see that you are very upset.

I am here to listen to you. I want to assure you that I will try my best
to help.

You will need to share with me what had happened. It may stir up
unpleasantness as you recount the incident. Do take the time you
need. Will that be okay with you?"

Passive

Customer

"Funny this can happen. Tsk."

You

"I am sensing that you may be disappointed with what had happened.
Do correct me if I am wrong.

I want to assure you that I am here to listen, and I will try my best to help.

Will you be able to share with me what had happened? Or do you prefer
that I ask some questions so it may easier for you to share the details?"

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Overly Demanding

Customer

"I bought so much stuff from your company and spent so much money over the years. It was just a small request. What do I have to do to be heard? Should I be talking to the CEO, then you guys will listen to me?"

You

"I am sorry that you are unhappy about the situation, and I can see that you are very upset.

Let me start by thanking you for your patronage and support all these years. I value this opportunity, to be able to give you my full attention, to listen and understand the situation, so I can do my best to help you.

If you still feel the need to speak with someone else after our conversation, please be assured that I will assist to re-direct for a follow-up."

Will this be okay with you?