



# 5 STEPS

To Problem-Solving &  
Diffusing Upset Customers

# The 5 Step TOTAL

Customer Service Approach

1

Thank the  
customer for  
calling.

T

Thank the  
customer  
for calling

2

Offer to help.

O

Offer  
to help

3

Treat customers  
with respect.

T

Treat the  
customer  
with respect

4

Apologize for  
inconveniences.

A

Apologize  
for the  
inconvenience

5

Listen actively  
to confirm  
understanding.

L

Listen  
actively