

# Working with Upset Customers

with Jeff Toister

## Common Complaints Worksheet

Use this worksheet to identify the top five complaints customers make about your product, service, or company.

#	Complaint	Category
1		Unpleasant surprise Waiting Confusion Extra Effort Repeat contacts
2		Unpleasant surprise Waiting Confusion Extra Effort Repeat contacts
3		Unpleasant surprise Waiting Confusion Extra Effort Repeat contacts
4		Unpleasant surprise Waiting Confusion Extra Effort Repeat contacts
5		Unpleasant surprise Waiting Confusion Extra Effort Repeat contacts