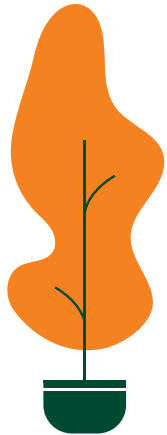


HANDLING TRICKY SITUATIONS



Not every day will be plain sailing, things do go wrong, but what do you do when the going gets tough?

Not everything is directly within your control and there are times when despite your best efforts our customers will make a complaint. How you handle the complaint or issue can make or break the relationship with that customer. If handled well, it will influence your customer's perception of you and the wider team by showing we really care.

When a customer complains, what they are looking for is a solution to a problem or situation that they are facing. They want you to take ownership of the issue on their behalf, what they do not want is for you to tell them who is to blame.

There are five simple steps that you can follow to ensure that complaints are resolved effectively:



- 1** Welcome the complaint and consider your body language
- 2** Listen attentively and don't interrupt or assume
- 3** Summarise the facts and **Acknowledge** how they are feeling
- 4** Consider the customer's suggestion or offer alternative **Options**
- 5** Act to resolve the problem or prevent it from happening again

HANDLING TRICKY SITUATIONS



Working in small groups you will be given an example of a common complaint. Complete the table below of questions and the actions you would take when dealing with a customer. As well as focusing on the actions you would take (**the what**), think about what you would say to the customer (**the how**) to show you understood the problem and cared.

WHAT WOULD YOU DO?

Who is responsible for solving the issue? <small>(this may be a chain of people)</small>	How long will it normally take?	What might get in the way of sorting it out?	What are the options for the customer?	Who do you need to help you?	When and how will you update the customer?

WHAT WOULD YOU SAY TO THE CUSTOMER?

