



MARCH 30- APRIL 3

TOPIC:

SCOPE

TECHNIQUES IN HANDLING COMPLAINTS

- It's human nature that people will complain. It's HOW you handle the complaint that's important

1. LISTENING
2. SYMPHATIZING
3. PARAPHRASING
4. SUMMARIZING

LISTENING

- Show interest and listen carefully to the complaint
- Call the customer by name
- Treat the customer with respect
- Keep calm and cool



SYMPHATIZING

- Show sympathy, imagine how YOU would feel in the customer's position



PARAPHRASING

- Repeat the exact nature of the complaint to the customer so there are no misunderstandings.
- HOW TO USE PARAPHRASE??

