



APRIL 13-17

TOPIC: RECEIVE AND HANDLE GUEST CONCERN

APPLYING THE WORD “HEART”

H- EAR
E-MPATHY
A-POLOGIZE
R-ESOLVE THE COMPLAINT
T-AKE AN ACTION

(AT LAST RECORDING)

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

HOW TO HANDLE VERY ANGRY CUSTOMER:

1. Let the customer talk
2. Interrupt gently
3. Take note! Write down all the points
4. Read back your notes to the customer, to show you care
5. If customer keeps arguing, keep repeating that you only want to help them

BE POSITIVE, BE INFORMED & COMMUNICATE CLEARLY

ACTIVITY

Instructions: Making and handling complaints. Read the text and answer each question.

1. Apologize to the customer.
2. Express empathy.
3. Clarify facts.
4. Explain what you can or cannot do to resolve the problem.

If you have a complaint about a product or services, there are several steps you can take. First, you can speak to a customer service representative at the store. If you are not successful in resolving your complaint, you can ask to speak to the manager of the store. If that doesn't work, you can write to or call the head office, if it is a large company. If you are dealing with a small store, you have fewer options available, for resolving a complaint.

If you are a **customer making a complaint to a customer service representative**, you need to:

- State the problem
- Say what you want done about it

If you are a **customer making a complaint to a manager or head office**:

- Restate the problem
- Summarize the steps you have already taken to resolve the issue

If you are a **customer service representative handling a complaint**?

Customer should begin a complaint about a store product or service by bringing it to the attention of the store manager.

- A. ? | True
B. ? | False
C. ? | No Information

FORMAT:

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Font Size: 12
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Spacing: 1.5
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