Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Period \_\_\_\_\_\_

**Communication in the Workplace**

**Handling Customer Complaints Note Sheet Assignment**

1. What is customer service?
2. What is good customer service?
3. What three reasons is why customer service is important?
4. What are the four steps to creating good customer service?
5. What is a customer complaint?
6. What is an appropriate response to the customer?
7. What is the difference between a customer with a complaint and a customer who does not voice their complaints?
8. How many people will the average customer with an unresolved complaint tell?
9. For every complaint received, the average company has how many unhappy customers that don’t complain?
10. What are the 8 steps to handle a customers’ complaint?
11. Explain the aggressive customer and how you should respond.
12. Explain the high-roller customer and how you should respond.
13. Explain the rip-off customer and how you should respond.
14. Explain the chronic complainer and how you should respond.
15. Explain the meek customer and how you should respond.
16. What are 8 common customer complaints and how you should respond to each complaint?