

Handling Complaints & Customer Support

Remember - People don't care how much you know until they know how much you care!

1. Listen and let them talk. Then listen, listen, listen. "Tell me what happened."
2. Ask questions. Then listen! "What did they do when that happened?"
3. Acknowledge the information. "Thank you for telling me, I appreciate you taking the time to call."
4. Understand their complaint. "I understand why you are upset."
5. Ask the 5 Magic Words, and then listen. **"How can I help you?"**
6. Give them perspective. "Are you familiar with why this policy was established?"
7. Use the Feel, Felt, Found technique. "I understand how you feel, another chapter felt the same way, until they found..."
8. Follow-up. "I want to make sure this problem is resolved."
9. Let them know that you are as far away as the phone!
10. Thank them again for calling you.

Diplomacy is the art of letting someone else have your way. Be diplomatic!

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