

Tips for Providing **CUSTOMER CARE**



Four Methods to Defuse a Difficult Situation

- 1 - Give the customer a warm, sincere “hello” with a smile.
- 2 - Anticipate the customer’s complaint and head it off with a sincere, concerned comment.
- 3 - Apologize and Assume responsibility.
- 4 - Solve the problem promptly.

Six Steps in Handling an Irate Customer

- 1 - Listen carefully and with interest to what the customer has to say.
- 2 - Put yourself in the customer’s place.
Make responses that show you care and you are listening.
- 3 - Ask questions in a caring, concerned manner and listen actively to the customer’s answers.
- 4 - Suggest one or more alternatives to answer their concerns.
- 5 - Apologize without blaming.
- 6 - Solve the problem or find someone who can solve it.

Caring Communication

- Genuine • Timely • Specific • Sincere

Uncaring Communication

- Absence of any communication technique
- Caring communication followed by a uncaring remark
- Comments given out of habit; insincere
- Hostile, aggressive communication style

Quality Service Keys

- Feel good about yourself
- Practice habits of curtesy
- Communicate in a positive manner
- Listen and ask questions
- Provide quality work
- Learn more about your customer, company, services, and products