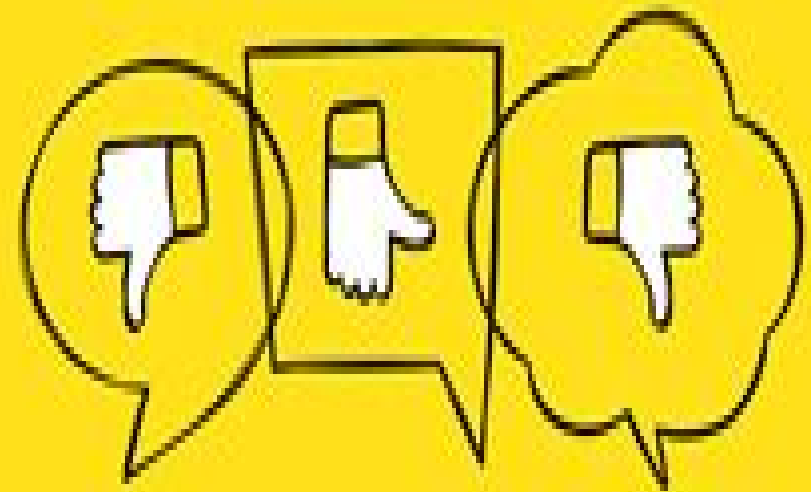


8 steps for handling customer complaints

1. Listen to the customer
2. Show empathy
3. Apologize
4. Ask thorough questions
5. Loop in necessary parties
6. Find a swift solution
7. Follow up
8. Create a record



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Richard H. Weise



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