

DEALING WITH CUSTOMER COMPLAINTS by Ms. Marlene Legasi-Munar

How can we effectively deal with customer complaints. Meron akong 11 tips galing sa The Etiquette Advantage ni Jun Hines Moore.

1. Continue to smile but do not grin because you might appear sarcastic.
2. Think of yourself as calm and confident because it will show if you are calm and confident.
3. Use a quiet and controlled voice. Kung galit na nga o naiinis ang ating customer, huwag nating sasabayan ng sigaw o malakas na boses. Use a controlled and quiet voice.
4. Accept the customer's complaint as stated.
5. Be empathetic. Listen for understanding not simply agreement or disagreement. You can say something like, "I appreciate your taking time to let us know of this problem. I can appreciate your being upset and let me see what I can do to help.
6. Listen. Do not interrupt.
7. Ask questions to show you care. Be sure to utilize the stop rule. Ask a question then stop and listen for the answer.
8. Write down pertinent facts and claims. Maganda na habang nagsasalita iyong ating customer at meron siyang reklamo isinusulat natin iyong importanteng mga information para kapag inaksyunan na natin ito meron tayong facts na panghahawakan.
9. If appropriate, admit company or personal responsibility.
10. Offer a solution according to company policy if you are authorized to do so. If you are not authorized, then you have to discuss this with your superior para sila ang magdesisyon kung ano ang magandang solusyon sa reklamo ng iyong customer.
11. Kung hindi magwork ang mga nadiscuss na natin, assure the customer you will search for a solution. If possible give a few details about steps you will take to find one and make sure that you follow through. Kapag meron tayong commitment na ibinigay sa ating mga customer kinakailangan iyan ay talagang gawin natin.

Be a blessing in the workplace today.