

## **DEALING WITH DIFFERENT CUSTOMERS** by Ms. Marlene Legasi-Munar

We deal with different types of people in the workplace and if your responsibility involves dealing with customers, talagang iba't-ibang personalidad din ang iyong makakasalamuha. So it is important to be equipped in dealing with different customers and different personalities. Meron akong apat na uri ng customers na gustong idiscuss sa inyo based on the book, the Etiquette Advantage by Jun Hines Moore.

1. How do we deal with the angry or know-it-all customer. Here are some tips.
  - a. Remain calm and polite.
  - b. Agree when possible.
  - c. Avoid overexplaining your position by repetition or talking too long.
  - d. Be noticeably silent while the other person is talking.
  - e. Do not argue dahil kung know-it-all iyong ating customer o galit na galit iyong ating customer, it would be useless or unproductive to argue. Remember, you may not be the real target or the real cause of the other's anger. In dealing with an angry or a know-it-all customer, remain calm and polite.
  
2. The impatient customer or employee. When you are dealing with such type of person, ano ang mga dapat tandaan:
  - a. Politely explain policy. Huwag mo lamang sabihing iyan po ang policy namin, mas lalong iinit ang ulo ng iyong kausap at mas lalong magiging impatient. Politely explain it.
  - b. Maintain a demeanor of confidence but not arrogance. Huwag patitinag pero huwag ding maging arogante.
  - c. Reassure the customer of service as soon as possible.
  
3. When we have to deal with a shy customer. Here are helpful tips to remember.
  - a. Remain patient and be sympathetic.
  - b. Ask questions to establish customer's needs and attempt to clear up any confusion kung mayroong confusion.
  - c. A shy customer would not initiate so, as the service provider, tayo ang dapat tutulong sa ating customer para mas maexpress niya o mapaliwanag kung ano ang kanyang mga requirements o kinakailangan.
  
4. Customers who get too personal, too close for comfort.
  - a. When you have to deal with this type of customer, remain business like and calm.
  - b. Ignore or pretend not to hear innuendos.
  - c. Do not threaten or become defensive.
  - d. Avoid eye contact and move on to the next customer as soon as possible. But, of course, there are situations when the remarks become too personal and must be reported.

Sa bawat uri ng customer na ating kakaharapin dapat ay maging flexible tayo at mag-adjust tayo para successfully ay mapaglingkuran natin sila.

Be a blessing in the workplace today.