Look at the problem-solving chart below and match the headings to the expression



a) Clarify the information and repeat the problem back to the customer.

b) End with a friendly, helpful tone.

c) Assure the client of follow-up

d) Apologize

e) Summarize the discussion.

f) Offer an alternative if the customer doesn't accept the solution.

g) Listen carefully to the customer describe the problem and show empathy.

h) Say how and when the problem will be solved.

i) Take responsibility for the problem.

LIVEWORKSHEETS