

What do you think customer service staff should do in the following situations? Match the situations 1-5 with the actions a-e.

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| 1 A customer is angry about a mistake. | a Suggest a solution. |
| 2 An angry customer describes the problem. | b Say what you can do. |
| 3 A customer complains but doesn't demand any action. | c Stay calm. |
| 4 A customer demands action but the company can't do what the customer wants. | d Accept that you probably won't find a solution. |
| 5 The customer is a very difficult person. | e Listen carefully and repeat to check. |