

Complaint Handling and Service Recovery

Total questions: 8

Worksheet time: 12mins

Name Class Date

1. Thank you for bringing this to our attention.



Record



Acknowledge



Investigate



Resolve

2. I'll process the refund within today.



Record



Acknowledge



Investigate



Resolve

3. Let me confirm your contact number.



Record



Acknowledge



Investigate

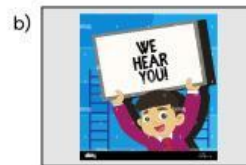


Resolve

4. I completely understand your concern.



Record



Acknowledge



Investigate



Resolve

5. We are currently reviewing your transaction.



Record



Acknowledge



Investigate



Resolve

6. Your card will be reactivated within the hour.



Record



Acknowledge



Investigate



Resolve

7. Your say the card worked fine yesterday evening?



Record



Acknowledge



Investigate



Resolve

8. Let me verify that information.



Record



Acknowledge



Investigate



Resolve