City and Guilds Customer Service Level 1

Activity 2: Understanding the Customer Complaint-Handling Process

Instructions: Of the eight statements below, identify those which are True and those which are False.

1. Good eye contact with a customer is important.

2. Hearing and listening are the same thing.

3. Only apologize if you are at fault.

4. Apologizing to a customer makes you look "small".

5. If a customer has an issue, he/she wants to be heard out.

6. Customers appreciate prompt action more than promises.

7. There is no need to thank a customer who has just "cussed" you out.

8. Disappointed customers can actually be turned into great customers.

LIVEWORKSHEETS