

Mediation Task: How to deal with Customers' Complaints

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Spoken Mediation Task:

You and your partner have a vlog called *Customers are never wrong*. In this week's episode, you'll discuss 6 tips to successfully handle customers' complaints.

Students A will begin the episode and discuss tips 1-3 and Students B will address tips 4-6 and wrap up the episode. (4-5 minutes)

Video input: <https://www.youtube.com/watch?v=VGIRnhWBQDM>

Dealing with Difficult Customers: Recognising Customer Disappointment

HOW TO HANDLE CUSTOMER COMPLAINTS IN 9 STEPS

1. Stay calm and composed
2. Listen first, then speak
3. Take responsibility and acknowledge the complaint
4. Apologize and thank the customer
5. Ask questions about the complaint
6. Offer a solution
7. Log the complaint
8. Follow up
9. Improve the customer experience

MarketBox



(Source: <https://www.gomarketbox.com/blog/how-to-handle-customer-complaints-about-your-service-business>)

Written Mediation Task:

You are the Customer Service Manager for a multinational company. One of your tasks is to train the new staff at the head office. You are preparing a blog post on how to handle complaints, which will serve as a guide for new employees.

This post will be published on the company's intranet and your intention is to make it straight to the point and easy to digest (150-175). Use your notes below:

How to Handle Guest Complaints: 5 Essential Steps

◆ 1. Listen Actively

- Let the guest express their concern without interruption.
- Use positive body language and maintain eye contact. Use a calm and professional tone.
- Show empathy: "I completely understand how frustrating this must be for you."

◆ 2. Acknowledge & Apologize

- Accept the concern without getting defensive.
- Offer a sincere apology: "I'm really sorry for the inconvenience caused. Let me fix this for you right away."

◆ 3. Investigate

- Ask relevant questions to understand the full issue.
- Coordinate with other departments if required to find the root cause.

◆ 4. Offer a Solution

- Resolve the issue immediately if possible.
- If not, assure the guest it's being escalated and share a clear timeline for resolution.

◆ 5. Follow Up

- Ensure the issue has been fully resolved.
- Check back politely: "Is everything alright now? We truly appreciate your patience."

◆ 6. Bonus Tips

- Stay calm and professional, even if the guest is upset.
- Never blame other staff members in front of guests.
- Treat every complaint as an opportunity to improve service quality.

(Source: https://www.linkedin.com/posts/bijendra-singh-negi-82b3131b_tips-to-handle-guestuser-complaints-activity-7382085039137894400-HWPY)

NB An *intranet* is a secure, private, internal network used exclusively by an organization to share information, tools, and resources among employees.