

TEN TIPS FOR HANDLING TOUGH CUSTOMERS



- 1) Show respect and courtesy, no matter what your customer's attitude.
- 2) Remember: your customer is upset with a situation, not with you.
- 3) Listen with patience. Listen to understand their situation.
- 4) Apologize for the problem and empathize with their feelings.
- 5) Remain calm and avoid arguing.
- 6) Ask for details to steer them away from emotions.
- 7) Use inclusive language to promote cooperation:
"Let's see what we can do."
- 8) Involve the customer in the solution:
"What do you think would work?"
- 9) If you find you're getting frustrated or upset, take a deep breath and commit to resolving the customer's situation.
- 10) Establish trust by keeping your word and following through on what you said you would do.

For assistance with providing customer service or managing work stress,
call your Employee Assistance Program. We'll be glad to help!

1.800.451.1834

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