



Title

Take advantage in complaints

Duration

2 Days

Objectives

You learn how to change a complaining customer into a satisfied customer without losing sight to your own or your employer's interests.

Content

- Difference between justified and unjustified complaints
- Identification of chronic grumblers and how to deal with them
- How to deal with customer attacks and criticism
- The optimised complaints process
- Say „no“ to unjustified customer claims
- Use of up- and cross-selling chances with complaints

Target Group

Employees and executives in customer contact.

Comments

Empty area for comments.