

IE

INTELLECTUAL EQUITY

Training and Consulting

Training • Business Plans and Consulting • Project Management • Facilitation

Handling the Irate Customer or Guest

This class can be a 1, 1.5 or 2 hour class

The sudden appearance of an irate customer can be one of the most trying times in an employee's life, but it can also be a world class moment of truth for a business that can be turned to good if handled properly.

Handling the Irate or upset guest takes practice and patience. The tried and true steps and techniques in this class will prepare you to handle any irate guest and turn them into a loyal customer.

We will practice self calming, active listening, empathetic skills, apologies that are heartfelt but safe from liability statements, and solutions.

The ability to turn an upset customer into a returning customer is a necessary skill for anyone in the workplace, and a sought after qualification by business leaders when hiring and promoting.

CLASS OUTLINE:

- **Who are they and why are they upset?**
- **Steps to Managing and Diffusing the Situation**
- **If you are not in control; they are**
- **Turning Over a New LEAF**
 - *Listen*
 - *Empathize*
 - *Apologize*
 - *Fix*
- **The Extra Mile**
- **The Real Solution**
- **Learning from the Past**
- **Interactive: We use practice techniques so each person tries it out**
- **Class Evaluation to share with Host Company**

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