



Notes

Practical-10

You are the Customer Service Executive for XYZ company. A customer got poor services / products from you company. Solve this issue.

Objective

After completion of this practical / activity you will be able to learn to address the customer's complaints through a telephonic conversation.

Pre-requisite

- You should be able to use Telephone service (i.e. hold/forward/resume call) provided by company.
- You should have knowledge of customer language (regional language/English).
- You should have knowledge of company's product and services.

Procedure

- Make sure your computer is "On" and all customers' information is saved on your system.
- Your computer should be connected with appropriate backup power supply.
- Pickup the call of customer.
- Greet your customer with appropriate words (i.e. Thank you for calling.....) and inform him/her your name and ask "how can I help you sir/madam".
- If he/she is dissatisfied with product/services, listen him / her carefully.
- Verify the product/services at your end delivered to the customer.
- Use humble and soft words in conversation.
- "Sorry for inconvenience" if being complained about services were committed by company or if the product sold is defective and try to solve the problem.
- Inform about correct services or the steps to be taken.



Notes

- End your conversation with greeting words (i.e. have a good day sir/madam).
- Register the complaint and forward the complaint number to the customer.
- Write the special remark if you need for future use.

Do's and Don'ts

- Don't interrupt the customer when he/she is complaining tell about services/products. Be a patient listener.
- Don't make false commitments.
- Verify about customer and item details from the concerned department.

Learner's Observations

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Instructor's signature