



Prepare for Difficult Situations Before They Happen

Sometimes a customer is difficult because it's in his nature, but other times he has a legitimate complaint. One of the best ways to handle a difficult situation is to prepare your response to some common scenarios. Take 10 minutes to consider the scenarios below, and jot down your thoughts about why you chose the solution that you did.

1) A customer is upset because the product/service that he received was not what he had expected. The quality of your product/service is not in question, but the customer is demanding a full refund.

2) A customer is acting inappropriately in your business and it is disturbing other customers.

3) An important customer uses inappropriate or abusive language with one of your employees.

4) A customer refuses to pay full price for your product/service. Do you compromise?

5) A customer says that he did not receive equal treatment from your staff, perhaps due to his gender, age, ethnicity or attire. Consider how you would deal with this customer. How would you deal with your staff? If you determine that this customer was treated unfairly, what measures will you put in place to keep it from happening again?
