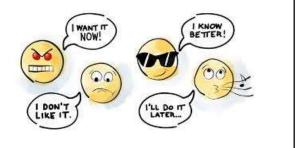
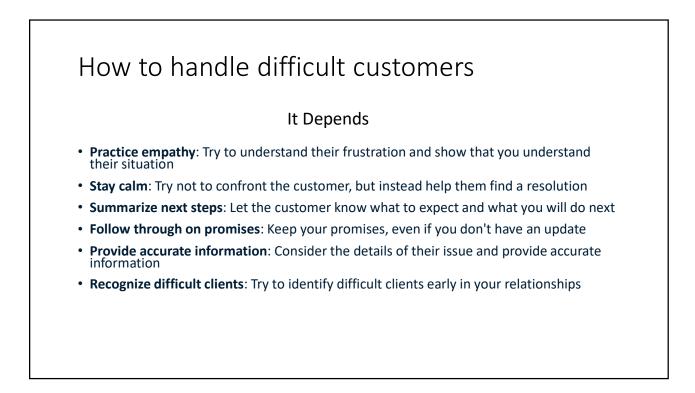
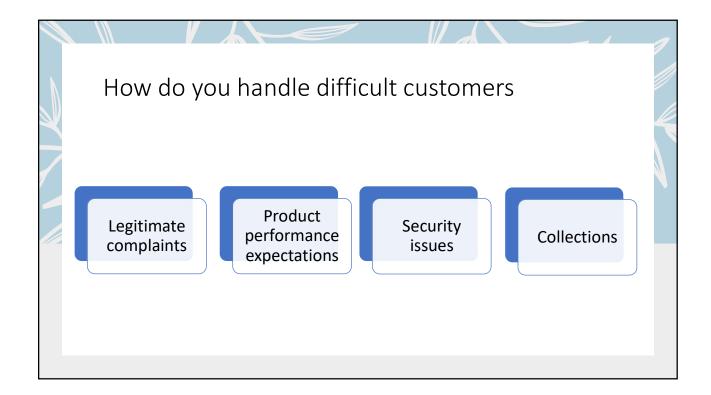


What is the classic difficult customer?

- Excessive Demands
- Constant Complaints
- Rude Language
- Refusal to Compromise
- Inconsistent Communication
- Others







Legitimate complaint

Does the complaint pass the sniff test?

Do you have the ability to solve the persons issue?

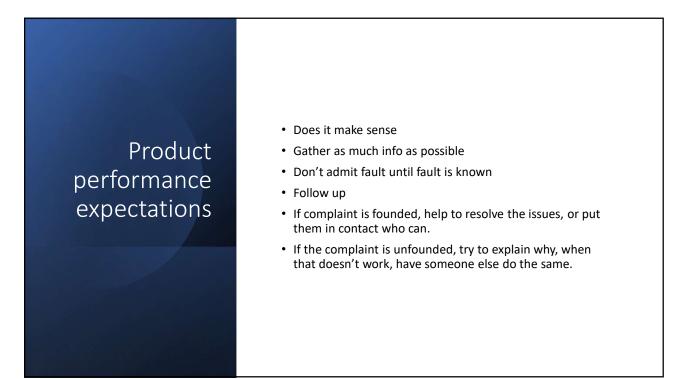
Don't pass the buck.

Be overly empathetical and/or apologetic.

Don't admit fault until you know who's at fault.

Give yourself time to do fact finding.

If need to follow up, give a time frame that you will, and do it, even if you don't have all your answers.





How do conversations with difficult customers start? (What's the leading indicators?)

- Customer starts out by yelling.
- Customer is very conditioning or sarcastic.
- Gives limited to NO information about them.
- May start pleasant, but turn manipulative.
- Does name dropping.



What not to do when talking to a difficult customer.

Not only will you pay the processing FEE, you will also pay the LATE FEE. Now go to the END OF THE LINE to make a new appointment for a MONTH from now. And NO, I NEVER smile. I was born ANGRY.

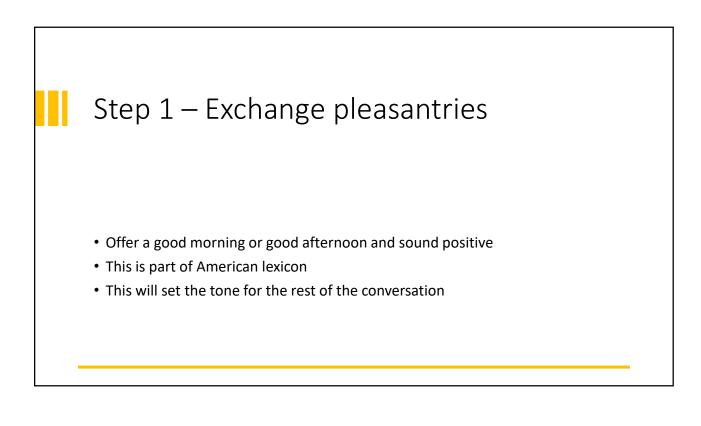
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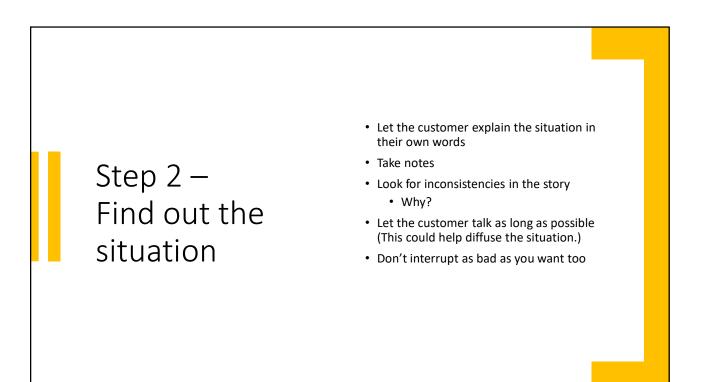
- Get into an argument.
- Get upset, the customer is mad at the situation not necessary you.
- · Get into name calling.
- Speak ill of a fellow employee or even a past employee.

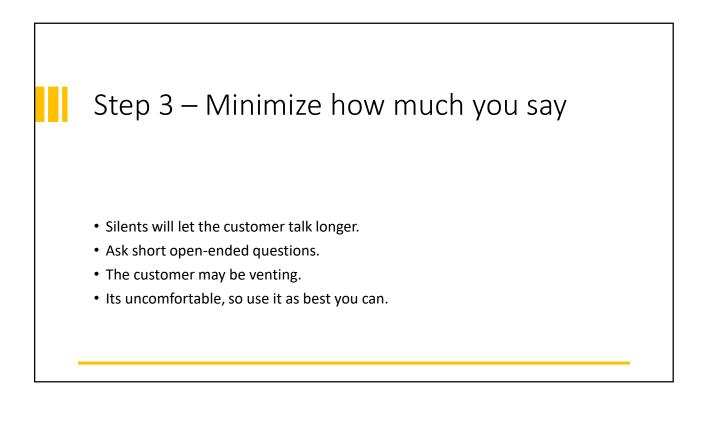
What to do when you recognize a difficult customer.

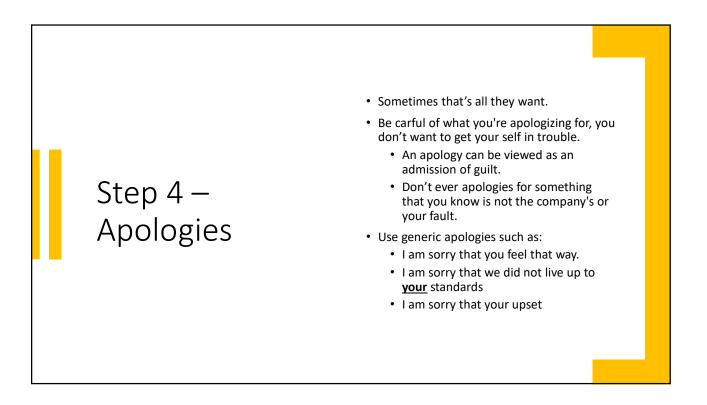
- Slow down and get your fact correct before you supply them to the customer.
- Do not share speculations with the customer.
- Take extremely detailed notes.
- Gather as much information from the customer and look for inconsistencies in the customers story, but <u>NEVER</u> call the customer a liar.
- Stay positive, try to smile even when on the phone.





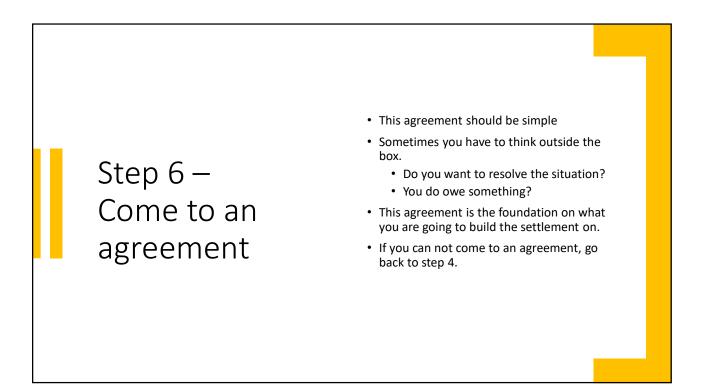


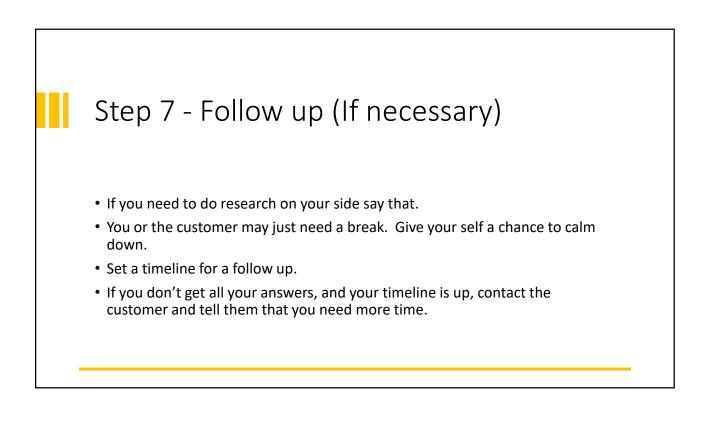




Step 5 - Fact finding

- Try to get as many details as possible.
- Let the customer answer questions. Don't assume.
- If there is inconsistency's, call the customer out, <u>BUT DON'T EVER CALL THE</u> <u>CUSOMER STATEMENT A LIE.</u>
 - I'm sorry but you said this, and then this...
 - Can you help me understand this, when you said this but then you said....





Step 8 - Resolution	
 If your or your company is at fault, admit it, however, be carful of the details. Don't throw anyone under the bus. 	
 The customer is not always right 	
 Sometimes Resolution could mean the termination of a customer. And that's ok 	
 In collections situation, let the customer know the next steps. 	

