



4) Handling Complains



EXPRESSION	WHEN TO USE IT
What could be the problem?	Trying to ask what is the cause of the problem.
I'm sorry about that.	Asking an apology about a specific mistake.
Let me check it once again.	Telling the customer to re-check the information.
I'm sorry, _____ but I don't think we have any vacancies for _____.	Trying to tell the customer the hotel is already full. No more vacant rooms at the same time sympathizing.
I understand you are having some few problems. Would you like to talk to our manager?	Trying to calm the customer down and offering to help by calling the manager.
I can assure you that_____.	Giving an assurance about something.



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Let's Practice: What to say in the following situations:

- 1. You are the manager of a clothes shop. A customer brings a stained shirt and a receipt and telling you that the shirt has stain on it. You know for a fact that all the products displayed underwent a thorough scrutiny before it's placed on the stand making sure that they haven't any stain or damages.**



- 2. An angry customer shouted at you and telling you of your lousy service. The customer has been the store's customer for a long time. How would you react**

