

Customer Care Tips

There are many situations that occur in your day-to-day work as you deal with many of your customers. These situations may depend either on you the service provider or the customers you serve daily. As customer service professionals the challenging situations you may encounter include:

- Customers who are upset by the services/products you provide
- Angry customers
- Conflicts and confrontations
- Company Policies and or procedure of going around your work
- Non compliant information given/forwarded to customer
- Defect products delivery

In such situations, customer care professionals may need to do a lot of work personally and or collectively with the customers to provide services that are in line with the organizational policies.

Below are some tips to handle such situations:

- Lay strategy on how you can best interact with the customers, save them independently or with approval from team leaders. Always be in the lead so that the customer feels the situation is under control.
- Make sure you understand what the customer wants before “jumping” to solve the problem. Make them say it again if you did not get it!
- Try to make sure that the customer feels that you understand what they are talking about.
- Make sure that the customer is with you, that is, he/she should be satisfied by the service that you have just given to her/him

The tips above can be used depending on the customer response and reaction, some times all the tips are used and help you, the professional customer service providers to understand the clients/customers better.

This further helps you to control the customers better other than arguing with them.

Note that Xitec Solution Limited is determined to make organizations perform better in areas of service and product delivery, through customer care, sales and human resource management training. These tips are part of our “on stage” training materials and we serve them to our clients.

Please reach us through our contacts at <http://www.xitecsolutions.com/contact.php> so that we can get your reactions. We can help you unlock your potential.