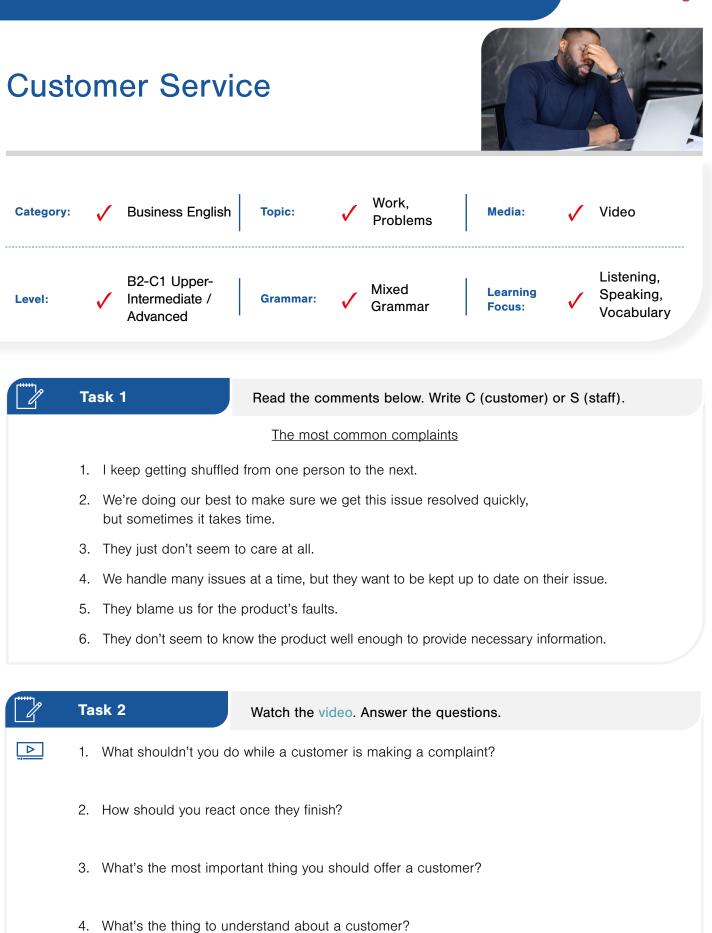
WORKBOOK

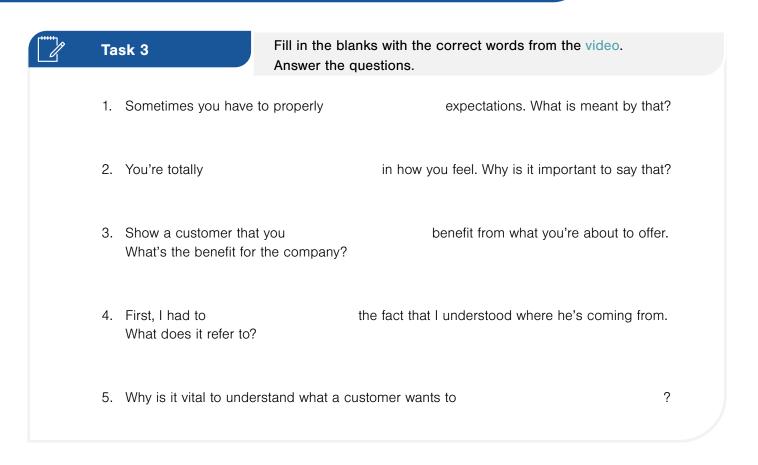
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5. What was the outcome of the presented case?

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۶ Task 4

Put a check mark (\checkmark) next to the items that you agree with. Next, answer the questions.

Strategies for dealing with a difficult customer

- be dismissive of their behavior
- never apologize for the issue
- · try to diffuse negative or highly charged emotions
- show empathy
- offer a full refund
- follow up with the customer to get their feedback on the solution you offered
- set aside your personal opinions and feelings
- · adjust to the customer's communication style
- consult the company's policies and regulations
- be transparent about the issue

Why did you choose those strategies?

Describe a time you, or someone you know, had to deal with a difficult customer/ client at work. What happened? How was the problem solved?

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