

# How to Handle Customer Complaints

## Overview

No matter how well you run your business, you'll eventually face unhappy customers. Make sure you handle the situation well.

When the inevitable complaints come, it's natural to get defensive and explain why the person's complaint isn't legitimate-but that never gets you anywhere. Instead, embrace each criticism you get from customers, as an opportunity to strengthen a relationship. Remember that a person who complains probably has interest in continuing his relationship with you-and will do so, if you efficiently handle the problem.

## Objectives

- To be able to deal with customer complaints effectively
- To be able to improve customer retention and help the organization gain a reputation for providing good service
- To be able to use proper channels to better handle complaints

## Who Should Participate

- Customer Service Representatives
- Supervisors
- Managers
- Online or Social Media Managers
- Receptionists

## Key Topics

I. Causes of complaints

II. Types of complaints

III. How to handle customer complaints:

- Online complaints (Social Media)
- Over the phone
- Verbal face to face complaints
- Written complaints
- Executive complaints
- De-escalation process
- Maintaining online (Social Media) reputation

IV. Workshop

**Reserve now! Call us at:**

Tel. (02) 8.727.56.28 / (02) 8.727.88.60

Mobile Numbers: Globe: 0915-205-0133 / Smart: 0908-342-3162

/ Sun: 0933-584-7266

Website: [www.businesscoachphil.com](http://www.businesscoachphil.com)

## Time

- 9:00 am - 4:00 pm

## Venue

- Unit 201 Richbelt Tower, 17 Annapolis St., Greenhills, San Juan City, Metro Manila

## Schedule

- Please check our website, or you may call any of our customer representatives.
- Schedule may change without prior notice. Please call to confirm. BusinessCoach, Inc. is not liable for any expense incurred by seminar registrant resulting from cancellation of any of its events.

## Seminar Fee

- Php 3,500.00 per participant (inclusive of snacks, lunch, seminar kit, handouts, certificate of attendance)

## Why Choose BusinessCoach Inc. - VALUE!

1. The small number of participants allows proper learning; just like having your own consultant at a bargain price!
2. Exit surveys from our seminar attendees show the average rating of our resource speakers are from very good to excellent!
3. We offer the most diverse seminars and workshops.
4. We make sure that our trainers provide the most significant and useful information.
5. Our customers keep coming back, while the others give us numerous referrals.
6. We have trained over 100,000 professionals, and counting!!!

## Discount

- Php 500.00 Discount if FULL AMOUNT is paid at least five (5) banking days before the event.

## Reservation

- Please call to register or use the registration form below. Kindly fill-out and send to us through fax (8.727.8860 or 8.727.5628) or email. You will receive a confirmation within 48 hours.

## Mode of Payment

- Deposit payment at Banco de Oro, Savings Account Name: BusinessCoach, Inc. Then kindly fax or email deposit slip (indicate name of participant and seminar title) to confirm reservation.
- On-site payment (CASH only)
- Company checks are accepted, provided that they are received at least five (5) banking days before the event.

## Register Now! (Limited Slots Available)



Seminar Title \_\_\_\_\_

Date \_\_\_\_\_

Name/s of Participant/s \_\_\_\_\_

Company Name \_\_\_\_\_

Address \_\_\_\_\_

TIN \_\_\_\_\_

Contact Person \_\_\_\_\_

Designation \_\_\_\_\_

Landline \_\_\_\_\_

Mobile Number \_\_\_\_\_

Email Address \_\_\_\_\_

(You may use a separate sheet for additional registrations)

\*Kindly fax to (02) 8.727.5628 or (02) 8.727.8860, or email form to [businesscoachphil@gmail.com](mailto:businesscoachphil@gmail.com)