



HOW TO SERVE AN ANGRY CUSTOMER

Communication Strategies

- Remain calm
- Practice active listening
- Repeat back what your customer says
- Thank them for bringing the issue to your attention
- Explain the steps you'll take to address the concern or solve the problem
- Be sincere

The Three "What's"

- What's the problem?
- What are the customer's goals?
- What are your options?

Finding out the answers to these questions can help you have an easier time de-escalating an angry customer.

"I have found that the most important tip for someone in customer service is the ability to listen – sometimes all the caller wants is for someone to actually LISTEN to their concern(s) and express sympathy and compassion, even if there is nothing you are able to do to help alleviate their concern(s). They just really want their concern(s) to be heard."

Judy Simon,
Administrative Support Specialist,
Superintendent's Suite

"I have a few things that I keep in mind when handling phone calls here in my department. First, I listen to solve. Second, I always treat callers the way that I would like to be treated. And in between I sprinkle in my personality and humor (after all I'm genuinely happy and it's pretty contagious). Customer service is my priority and I love to help people, so it marries together quite well."

Keyonna Barnes,
Administrative Support Specialist,
Transportation



A customer service mindset.