

Responding to Unreasonable Customer Demands

GoSkills online course syllabus

Skill level

Beginner

Lessons

8

Pre-requisites

No prior experience needed

Video duration

15m

Estimated study time

15m 59s

Instructor

Vince Lopiccola

Introduction

1 Expand your customer service toolkit

In any customer service role, you'll utilize strategies to handle unreasonable customer demands, maintain professionalism, and increase customer satisfaction.

Strategies for Handling Unreasonable Customer Demands

2 Stay calm and professional

Maintaining composure is key to handling difficult situations effectively.

3 Utilize active listening techniques

Seeking to understand the customer's perspective helps in addressing their concerns.

4 Set boundaries with customers

Setting clear boundaries ensures that both the customer's and your needs are respected.

5 Offer alternative solutions to a customer concern

Providing alternatives can help satisfy the customer's needs while adhering to company policies.

6 Incorporate de-escalation techniques

De-escalation techniques are essential for diffusing tense situations.

7 Escalate situations as needed

Recognizing when to escalate a situation ensures that it is handled appropriately.

Conclusion

8

Respond confidently to customer demands

Congratulations on completing this course!

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