

How to deal with angry customers

[Business](#)



If a customer has a broken product, acknowledge it, listen to exactly what is wrong and ask if there are other problems it is having.

II. Offer to help

Tell the customer that there are solutions and the company can resolve any problems they are having. There needs to be a statement such as finding the root of the problem and looking toward potential solutions. For instance, if a customer has a broken item, they can come back to the store and replace it or can receive a refund. If it is a service, such as a programming problem with the computer, then using resources the company has to fix the problem, such as troubleshooting, can also be used. (Leadership Tools, 1).

III. Follow through and improve

After the customer has left, a follow-through should be approached. A call or note to make sure the problem is resolved should always be looked into. If it isn't resolved, find another company solution to provide assistance. If everything is resolved, there should be another follow through to make sure everything is correct while asking the customer if they are satisfied with the solution and service that has been offered (Business Opportunities, 1).