

**Question 16** (5 marks)

- (a) Outline procedures for handling client complaints.

2

If a client complains let them know you will help fix the problem, also let a manager / supervisor know incase they need to handle the problem.

- (b) Describe strategies that can enhance the delivery of quality customer service.

3

Strategies that can enhance the delivery of quality customer service includes regularly training and updating staff, regularly working with clients so you get to know them, always be polite, remember the customer is always right.