

**Question 16** (5 marks)

- (a) Outline procedures for handling client complaints. 2

- WRITE A COMPLAINT LETTER CONTAINING IMPORTANT  
DETAILS OF ~~OF~~ THE COMPLAIN.
- HANDLING IT TO THE EMPLOYER.

- (b) Describe strategies that can enhance the delivery of quality customer service. 3

- being polite & concise
- Positive body language
- being clear