

Question 16 (5 marks)

16.1

- (a) Outline procedures for handling client complaints.

2

Be courteous and understanding and give a brief explanation of why the circumstances have arose. Also, inform a supervisor so that a solution can be administered hastily

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

3

Courteous body language and open questioning will convey your interest in the customer and begin to develop a rapport with regular customers.