

Question 16 (5 marks)

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

When handling client complaints, it is important to focus on the clients needs and what has upset them. Transferring them to the ~~best~~ person that focuses on the section the client is complaining about.

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

Quality customer service is delivered by an organisation when enthusiasm is shown in both the employers and employee's work, clients and customers are helped quickly and how they wanted to be

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