

Question 16 (5 marks)

- (a) Outline procedures for handling client complaints.

2

The procedures for handling client complaints are, always show the client you understand their situation. Always calm them down and never raise your voice at them.

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

3

The strategies that can enhance the delivery of quality customer service are always sound positive, be friendly to your customer and always lets them know that if they need help they can come to you. Your body language must look involved into the situation.