

Question 16 (5 marks)

- (a) Outline procedures for handling client complaints.

2

When handling a client complaint it is best to first fully listen to everything the client has to say & then handle it to the best of your ability or pass on to your supervisor.

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

3

Quality customer service starts with a welcoming smile, followed by serving the customer with all their needs and finished with a smile and parting note such as a common "have a nice day".