

Question 16 (5 marks)

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

The procedures for handling client complaints is to stay calm, do not argue back and if it gets out of hand take the client's complaint to the person in charge of you, such as manager/supervisor.

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

The types of strategies to enhance quality customer service is to have steps on a ~~paper~~ ^{paper} that will be hand to the employees, and employers. Once a month or so have a work meeting and talk about good customer services and refresh on other quality to be improved.