

Question 16 (5 marks)

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

Procedures for handling client complaints are before seeing your manager see how you can help the client's complaint if you are unable to help the client's complaint refer to your manager for further help.

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

Strategies that can enhance the delivery of quality customer service is following the procedure writing in the handbook, each company has a particular greeting to welcome the customers in person or over the phone also smiling and willing to help the customer however you can and also presentation, the presentation of oneself can show the quality of service before they are served.