

Alternative

Question 16 (5 marks)

(a) Outline procedures for handling client complaints.

2

Remain calm at all times. Identify the problem and once that is done look at your options to fulfil the needs of the client.

Refer to Policy + procedure manual if possible. You can also give the client alternative services or products that may satisfy them. If they are still unhappy you can write their details down in order for appropriate personnel to contact them later on.

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

3

Ensuring polite manners and enthusiasm is used ~~with~~ will give the business a good reputation. Etiquette is vital as it creates a positive image to the company.

Ensuring that needs and wants are met promptly in order to satisfy the customers. This will ultimately build a larger foundation of loyal customer base and ensure efficiency in productivity.

etiquette