

**Question 16 (5 marks)**

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

Client complaints should be handled calmly and respectfully.  
You should try to fix the problem.

E.g. The old McDonald's BLAFF method - be considerate,  
listen, apologise, fix the problem & follow up to  
ensure it doesn't happen again.

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

Being respectful and not interrupting is  
~~having~~ one method. People like to be listened  
to. Having a ~~and~~ positive manner about yourself  
- e.g. if on the phone, sound happy or  
if in person smile. Lastly the person should  
be courteous & respect cultural differences.

If English is not their first language, speak  
slowly, clearly and do not use jargon.