

**Question 16 (5 marks)**

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

The process involves the employee to be understanding, polite and allowing the client to know that their complaint will be dealt with.

The complaint must be taken to the supervisor or the representative which handles the clients file, as their complaints are important.

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

The strategies in which can enhance the quality of customer service is:

- \* Good communication skills
- \* Positive experience for customer
- \* Interpersonal skills
- \* No jargon
- \* Welcoming clients
- \* Clear & concise message towards clients.
- \* Providing training for staff.