

Task



Hopefully, you took in as much of the information in this 11th module as possible. To find out how well you have done, complete the following worksheet.



We recommend that you allocate at least 30 minutes to this worksheet.

SELF-MARKING



At the end of the worksheet is a convenient answers/feedback and advice section to allow you to see how well you have done.

You are not required to return this worksheet.

Activity #1



10 minutes

Write a paragraph explaining how to handle a customer complaint.

Write or type your answer here

Activity #2

 10 minutes

In a brief paragraph, describe the best way to develop a clear and flexible strategy for complaints.

Write or type your answers here

Activity #3

 10 minutes

Work your way through the following paragraphs and insert the most appropriate words to fill in the missing blanks. There are 10 for you to have a go at in all.

A 1_____ can be a blessing in disguise and it is fortunate that a customer has taken the time to help point out a 2_____ in the system. Most customers may just walk away or 3_____ to return without providing a reason for their 4_____.

It is a good idea to set aside your 5_____ when you deal with customer complaints. If you start investing your 6_____ emotions in each situation, you will find it difficult to resolve the 7_____ with an open mind.

Listen to the complaint without 8_____ the customer. No customer will waste their time and invest their 9_____ in communicating with you if there wasn't a problem in the first place. Listen to the customer and remember to 10_____ them.

Write or type your answer here

1

2

3

4

5

6

7

8

9

10



Answers/feedback and advice section

Use this section to check your answers and see how well you have done

You are not required to return this worksheet

Activity #1

Advice and Feedback

When you receive a customer complaint, you should always first thank them for communicating with you and then always apologise on behalf of your organisation. Once you have done that, do your best to remedy the mistakes that were made. Also, you should inform your customer that their constructive criticism has been beneficial to the company. Once you are done communicating with your client, you should minimise further complaints and do everything possible to learn from the experience.

Activity #2

Advice and Feedback

In the event of a customer complaint, you should have a clear and flexible policy to handle the situation. To develop a good strategy, personal assistants should attend a training course aimed in customer complaints to boost confidence. You should also place all complaints at a high priority and handle them immediately. Lastly, ensure that you are dealing with complaints from all communication sources and logging and sharing all customer details for further reference.

Activity #3

Answers

1. Complaint 2. Flaw 3. Refuse 4. Dissatisfaction 5. Emotions 6. Personal
7. Issue 8. Challenging 9. Effort 10. Thank

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SUMMARY

Now that you have studied Module 11, it is time to decide if you feel you are ready to move on to the next module. Even if you struggled only slightly in this module, make sure you take the time to read through the material one more time.

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