See more at www.zandax.com/courses/handling-common-complaints

Course information from ZandaX

Handling Common Complaints

Turn complaints into opportunities for more business

Course duration: 20 minutes of highly focused content (Revisit, review and revise as often as you want)

What you'll learn

✔ Introduction
  ★ Get an overview of what the course covers
✔ Common Customer Complaints
  ★ Learn how to recognize common complaints
✔ Listening and Communicating
  ★ See how to respond appropriately to complaints
✔ Creating a Positive Customer Experience
  ★ Understand how to change a negative into a positive
✔ Summary
  ★ Summarize the key takeaways from the course

What does our Handling Common Complaints course cover?

Great Customer Service is the Only Option!

Like it or not, dealing with complaints is a big part of business life. And providing great customer service is the only viable route to take.

This means that you need to know how to deal with complaints in a way that doesn't just solve problems, it creates happy customers.

Our Handling Common Complaints course provides guidance on the types of customer complaints you'll see often, and how best to deal with them.

We show you how complaints give you the opportunity to show off just how good your customer-service skills are, and keep your customers smiling.
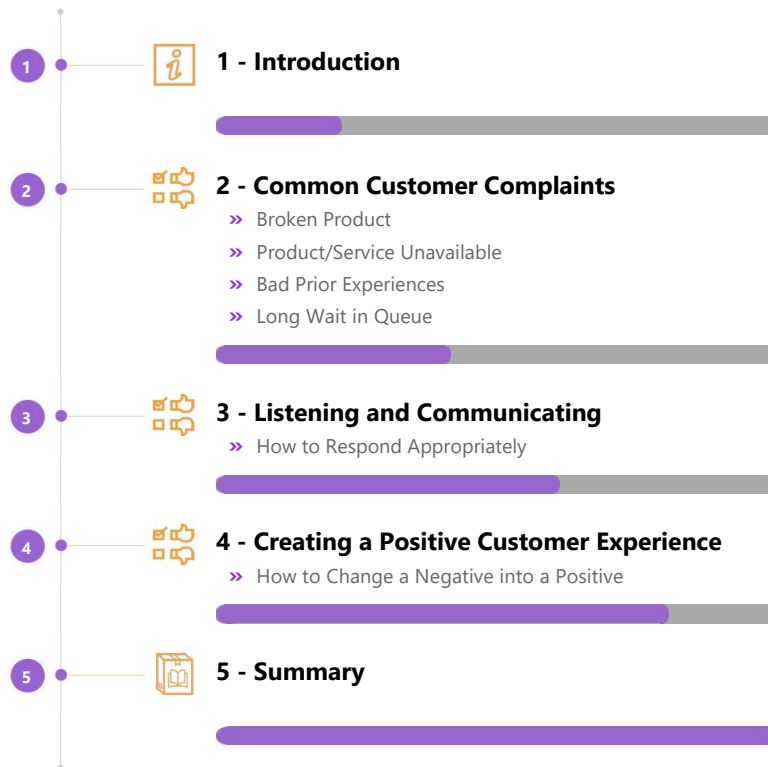
By the end of this course, you have the tools to turn disgruntled complainers into loyal customers for life!

This Handling Complaints skills training course, like all our courses, has been developed over many years of classroom and online delivery.   Content has been thoroughly researched and is constantly updated so it's always leading edge.   It's completely interactive and is full of practical knowledge and solutions.

Still wondering whether to do the course?
Just think about this: how much would you benefit if you had better handling complaints skills?

Course content for Handling Common Complaints

1 ○— ⓘ **1 - Introduction**

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2 ○— **2 - Common Customer Complaints**
» Broken Product
» Product/Service Unavailable
» Bad Prior Experiences
» Long Wait in Queue

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3 ○— **3 - Listening and Communicating**
» How to Respond Appropriately

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4 ○— **4 - Creating a Positive Customer Experience**
» How to Change a Negative into a Positive

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5 ○— 📖 **5 - Summary**

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More about the ZandaX Handling Common Complaints course

Handle Customer Complaints and Turn Them Around

See the most common customer complaints - and how to deal with them

Wouldn't it be good to know that many complaints are turned around into positive situations that enhance your reputation?

Well, doing this takes skill, and we show you just how to do it.

In this course, you'll see the kind of complaints that are so common, they're almost expected.

And you'll learn how to listen and communicate calmly and clearly to make sure problems get resolved, whatever the complaint.

Finally, you'll find out how to change a positive into a negative, which is the mark of a true customer service professional!

This course will give you the essential skills you need to deal with customer complaints, so you can reach the best possible outcome for your customers -- and your company, too,

Watch the modules, revisit them time and again ... and have fun with improving your skills!

Learning format

The course is offered as follows:

You'll learn using easy-to-follow on-screen videos which you can pause, re-run and revisit as often as you like, and also through interactive content with short quizzes and questions appropriate to the course subject.
You also get SV that you can use to reinforce your learning.
The course is arranged into modules, each with several lessons. Refer to the course content for more details on what's covered. This combination of videos and interactive content will enable you to get a thorough understanding of the subject.

View this course online

Visit our website at www.zandax.com/courses/handling-common-complaints to view the latest details, including related courses, prices and quantity discounts.

ZandaX – Change Your Life … Today

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