

Ways to Treat Customers Kindly During Stressful Times

Your customer begins to talk loudly

Remain calm and respond in an even tone. Diffuse the situation with kindness.

Your customer has a problem with a product, service or delivery

Calmly explain your situation and suggest a “make good” on an order at a later date or a gift card for a future purchase.



Your customer is frustrated by service fees

Offer flexibility in the form of a credit or charging no fees to change service appointments or delivery dates.

Your customer posts a negative comment about your product or service

Respond quickly, don't make excuses and offer to make the situation right.

Remember that these are challenging times for us all. Customers will be on edge. Be sympathetic to their plight. **web.com**