

## *6 Tips for Dealing with an Angry Customer*

1. Remain Calm. Take a deep breath and remind yourself that you can handle the transaction.

2. Remember it's not personal. Even though there may be name-calling or personal comments, it's likely that the customer is lashing out at the closest target. That just happens to be you.



3. Listen. Don't interrupt, don't cut them off. Often, people just need to vent and then they can get on with conducting their business.

4. Be sure your body language indicates interest in your customer. Nod your head, keep your facial expression positive, and maintain eye contact.

5. Agree or acknowledge when a customer makes a valid point or uncovers a mistake. This isn't about taking blame; it's about working to a place where the customer feels heard so you can work together to resolve the issue.

6. Focus on the positive. Tell the customer what you CAN do, not what you can't do.

*Handling customer complaints can be stressful. But when you remember these basic tips for staying connected with the customer, you can more easily turn an angry customer into a satisfied customer.*



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