

How Do You Calm Down an Upset Customer?

- ◆ Make sure you see the problem from his/her side.
- ◆ Stay calm yourself.
- ◆ Let the customer talk. Don't interrupt!
- ◆ Write down what is said.
- ◆ Echo what they said and restate the problem; this shows that you are listening.
- ◆ Try to find something the two of you can agree on.
- ◆ Avoid emotional trigger words such as "problem" and "can't."
- ◆ Tell him/her what you can do for him/her, instead of what you can't do.
- ◆ Don't ever say, "It's not my job!" Instead say, "Let me put you in touch with . . . She can help you with your situation."
- ◆ Don't ever say, "What do you expect from me?" or "What do you want?" or "What else can I tell you?"

