



# Dealing With Customer Complaints

**George B. Lissenden**



## **Dealing With Customer Complaints:**

Handling Customer Complaints Lemuel Dowdy, Kerry Stoebner, Jill Goodrich-Mahoney, 1980      **Managing Customer Trust, Satisfaction, and Loyalty through Information Communication Technologies** Eid, Riyad, 2013-03-31 Due to the growth of internet and mobile applications relationship marketing continues to evolve as technology offers more collaborative and social communication opportunities Managing Customer Trust Satisfaction and Loyalty through Information Communication highlights technology s involvement with business processes in different sectors and industries while identifying marketing activities that are affected by its usage This reference is a vital source for organizational managers executives and professionals as well as academics and students interested in this constantly changing field

**Handling Customer Complaints** Jennifer Denham, 1998 Practical guide for managers staff supervisors human resources professionals trainers salespeople and teachers of business studies Provides strategies for developing positive staff and customer attitudes to complaints and tips for establishing and reviewing complaint handling policies Includes case studies references and an index The author is an experienced professional trainer      Understanding The Art Of Handling Customer Complaint Herry Santoso, S.Psi., MT. BNSP., CSES., Modul pelatihan ini merupakan modul pelatihan Handling Customer Complaint selama 15 tahun saya memberikan pelatihan kepada berbagai perusahaan di Indonesia Dengan mempelajari modul ini Anda telah memiliki waktu belajar setara dengan dua hari pelatihan 16 jam Handling Customer Complaint yang saya ajarkan Menangani customer yang komplain apalagi jika komplain dilakukan dengan emosi kemarahan merupakan tantangan tersendiri bagi para frontliner Beberapa frontliner bahkan menghindari untuk menangani komplain Beberapa alasan yang membuat frontliner enggan menangani komplain yang saya temukan ketika melakukan mini survey kepada para peserta pelatihan saya dalam kurun waktu 15 tahun ini di antaranya takut terpancing emosi takut tidak bisa menangani komplain dengan baik takut tidak bisa menyelesaikan komplain hingga takut mendapatkan Surat Peringatan SP dari atasan Jika Anda salah satu di antaranya modul ini akan sangat cocok bagi Anda Modul ini senantiasa saya update agar relevan dengan kondisi kebutuhan dan psikologi konsumen di era 5 0 ini dan saya susun sedemikian rupa sehingga ringkas komprehensif sistematis mudah dimengerti dan tentu saja mudah diaplikasikan ke dalam perusahaan bisnis Anda Akhir kata salam kenal dan selamat menikmati modul ini Bogor 1 April 2022 Salam sehat bahagia Herry Santoso S Psi MT BNSP CSES Director of Prosma Institute Author Service Excellence Consultant Trainer Assessor Master Trainer BNSP herrymotivator 0811 959 3004 www prosmaconsulting com      The Stationery Trades' Journal ,1928      **Transactions of the**

**Pharmaceutical Meetings** ,1928      *The Electragist* ,1926      **The National Electrical Contractor** ,1925      **How to Handle Customer Complaints** Chris Moore,1975      **David Berg and Company V. Gatto International Trading Company** ,1989      *Industrial Traffic Management* George Bertie Lissenden,1928      The Broadcaster, Electrical & Wireless Retailer ,1929      **Industrial Traffic Management** George B. Lissenden,1921      **System** ,1922      **Addressing**

**Customer Questions and Complaints** ,2012    The Ohio Light Association Monthly ,1922    **Bulletin - National**  
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