

Customer Service

Handling Complaints

This module looks at handling complaints in the workplace. We will explore body language and the clues that can be gathered from it. We will look at types of complaints and how to resolve them efficiently.

In this Module

Videoscribe explainer video, with professional audio (duration: 03:38)

English Subtitles

4 Expanded learning content blocks in the module format

'Check my understanding'
5 Question knowledge check

Top Tips

1. View complaints positively, they provide an opportunity to both identify and solve problems.
2. Talk to your customer and give them your full attention.
3. Observe the customer's body language and be aware of your own.

