AND RESOLUTIONS



The Checkout Line Is Too Long

How to Fix: Add more POS terminals and cashiers, get mobile tablets, find a point of sale with faster transaction speeds.

You Don't Take My Card

How to Fix: Get modern payment machines, accept contactless mobile payments, add EMV chip readers.

Returning Items Is Too Difficult

How to Fix: Reconsider your return policy and make it more customer-friendly, even if it costs your profit margins.

Prices Are High

How to Fix: Take stock of your sales reporting and find items that you can discount of permanently lower.

You Don't Have What I'm Looking For

How to Fix: Speak with suppliers about carrying products that are often demanded. Reconsider your brand and what the average shopper expects to find.

Your Products Suck

How to Fix: Make sure descriptions and images are accurate, improve your vendor for better quality products.

Your Employees Suck

How to Fix: In the moment, try to win them back with a free item or discount. Long term, bolster staff training.

Support Is Too Slow

How to Fix: Add more support staff and encourage growth within the company. Look at new avenues of communication such as text, email, or chat.



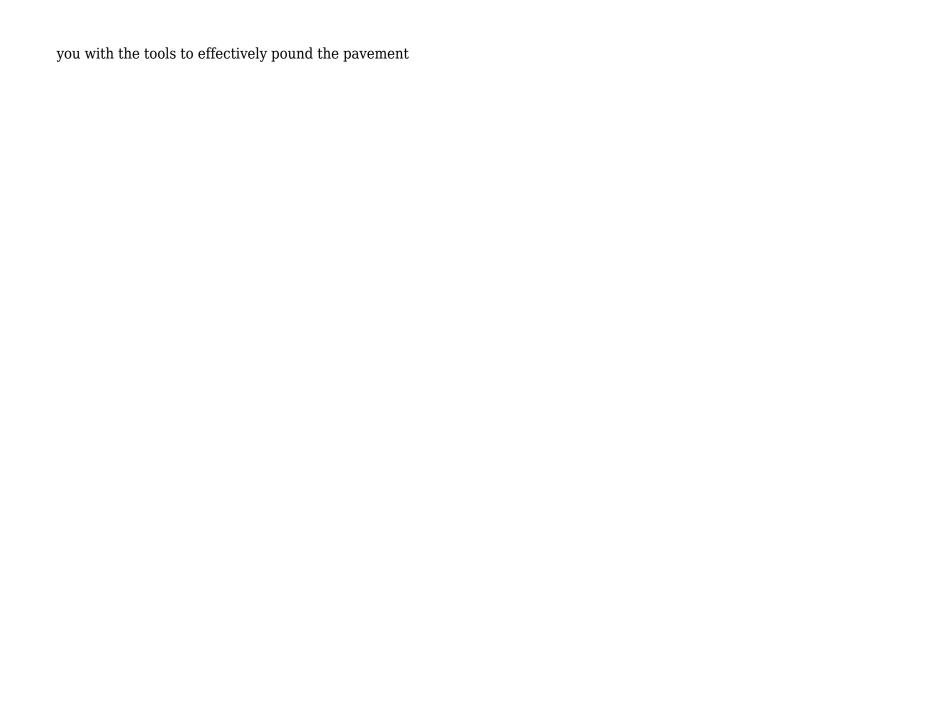
Common Customer Service Complaints

Ian Pickup

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