

# CUSTOMER COMPLAINTS 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 or 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.



**KORONA**

# Common Customer Service Complaints

**Henry Clifford Spurr, Ellsworth Nichols**

A red circular graphic with a gradient, appearing as a partial circle or a thick curved line, located to the right of the author's name.

## **Common Customer Service Complaints:**

**Delivering Satisfaction and Service Quality** Peter Hernon, John R. Whitman, 2001 Good customers expect excellent service Increasingly library customers are looking to online services instead of to the library for information For every library that wants to win satisfied customers and bring those that have strayed back into the library here are proven tools to assess needs and improve service

**Total Materials Management** Eugene L. Magad, 2013-06-29 Reflecting the enhance role of materials logistics management in today s competitive business environment this new edition provides a fundamental understanding of the subject and its fuction in all sectors of the economy It examines the vital area of customer service and shows how to implement a world class integrated materials logistics system that control activities starting with the supplier through the company operation and concluding with the satisfied customer Thoroughly revised and updated the Second Edition features new chapters on Just In Time and automation Additional discussions include achieving world class competitiveness ISO 9000 and organizational trends Theoretical and practical examples of materials logistics management are integrated with numerous real life examples This Second Edition of Total Materials Management presents accessible approaches for enhancing materials management logistics enabling personnel in purchasing warehousing physical distribution materials handling inventory control and production control to capitalize on vast opportunities for savings This book is also an important resource for students in courses on materials logistics management

**101 Ways to Really Satisfy Your Customers** Andrew Griffiths, 2002 Full of practical tips to improve customer service and maintain a level of excellence this book will ensure that regular customers return and new customers will be attracted to the business Suggestions include understanding customers using a personalized approach managing customers over the Internet and telephone overseeing internal customer service and stepping in when things go wrong Tips on giving customers a contact number for outside normal business hours and ideas for speeding up customer service transactions can be located and read quickly and are accompanied by illustrative anecdotes Also included are checklists to gauge customer service satisfaction handle customer complaints effectively and analyze the competition efficiently

*Real-world Customer Service* Bernice B. Johnston, 1996 Explains how to handle customer complaints discusses customer psychology and provides sample answers to common customer questions

*Quality Customer Service* William B. Martin, 1989 Examines the art of treating customers as guests in four simple steps transmitting a positive attitude identifying and providing for customer needs and cultivating repeat business

**Power Phrases for Performance Reviews** Amanda Symonds, 2022-07-04 Are you responsible for conducting performance reviews Do you need a new set of positive statements and phrases to help you in your role We have produced ready to use phrases for you to adapt Tips for Performance Reviews including positive openers power verbs and phrases for tactfully discussing a pay rise Performance evaluation questions for Accounting Customer Service Executives HR IT Marketing PM Sales and Teachers More 300 power phrases for effective performance reviews broken down into

categories Accuracy Analytical Skills Attendance Punctuality Attention to Detail Cooperation Communication Skills Conflict Management Creativity Dependability Flexibility Forward Thinking Initiative Leadership Problem Solving Quality of Work Teamwork Time Management Work Ethic Work Habits and other areas This book is designed to save you time and assist you to produce more effective performance reviews evaluations      *Logistics Transportation Systems* MD Sarder, 2020-10-17

*Logistics Transportation Systems* compiles multiple topics on transportation logistics systems from both qualitative and quantitative perspectives providing detailed examples of real world logistics workflows It explores the key concepts and problem solving techniques required by researchers and logistics professionals to effectively manage the continued expansion of logistics transportation systems which is expected to reach an estimated 25 billion tons in the United States alone by 2045 This book provides an ample understanding of logistics transportation systems including basic concepts in depth modeling analysis and network analysis for researchers and practitioners In addition it covers policy issues related to transportation logistics such as security rules and regulations and emerging issues including reshoring This book is an ideal guide for academic researchers and both undergraduate and graduate students in transportation modeling supply chains planning and systems It is also useful to transportation practitioners involved in planning feasibility studies consultation and policy for transportation systems logistics and infrastructure Provides real world examples of logistics systems solutions for multiple transportation modes including seaports rail barge road pipelines and airports Covers a wide range of business aspects including customer service cost and decision analysis Features key term definitions concept overviews discussions and analytical problem solving      *Traffic Management* ,1991      **Public Service Magazine** ,1908      **Public Service Management** ,1908      "Code of Massachusetts regulations, 2007" ,2007 Archival snapshot of entire looseleaf Code of Massachusetts Regulations held by the Social Law Library of Massachusetts as of January 2020      **"Code of Massachusetts regulations, 1999"** ,1999 Archival snapshot of entire looseleaf Code of Massachusetts Regulations held by the Social Law Library of Massachusetts as of January 2020      **"Code of Massachusetts regulations, 2015"** ,2015 Archival snapshot of entire looseleaf Code of Massachusetts Regulations held by the Social Law Library of Massachusetts as of January 2020      "Code of Massachusetts regulations, 2010" ,2010 Archival snapshot of entire looseleaf Code of Massachusetts Regulations held by the Social Law Library of Massachusetts as of January 2020      **Electrical Engineering** ,1913      *The Gas Engineer's Magazine* ,1908      **Wood Construction** ,1925      **Public Utilities Reports** Henry Clifford Spurr, Ellsworth Nichols, 1928      *Electrical World* ,1908      **BIG BOOK OF JOBS, 2009-2010** McGraw-Hill Editors, 2008-09-23 Comprehensive up to the minute information on top jobs and job search techniques from the United States Department of Labor With up to the minute data from the U S Department of Labor plus cutting edge career strategies from McGraw Hill The Big Book of Jobs saves you precious time by offering everything you need for job hunting in a single volume From building career management skills and writing resumes to exploring 250 career possibilities this resource arms

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