

# Common Customer Complaints

## 9<sup>th</sup> GRADE LEVEL-GeorgiaBEST@School

This Individual Resource has been developed to provide you with the ability to make the material applicable and relevant to you as an individual through a real-world critical thinking exercise.

**Instructions:** Read through the common customer complaints in the table below. Brainstorm appropriate ways you could respond to these complaints while portraying excellent customer service. The first one has been done for you as an example.

Customer Complaint	How Would You Respond?
I've been waiting here forever!	<b>Example:</b> I realize that you've been waiting for awhile and we appreciate your patience. We're doing our best to make sure we get this issue resolved quickly.
I keep getting shuffled from one person to the next. Is there anyone here that can actually help me?	
You don't seem to care about my issue.	
I bought your product but it doesn't do what it's supposed to.	
I talked to someone else and they were no help.	
Well, your competitor said they would do this..."	

Resource: <https://returncustomer.com/7-common-customer-complaints-and-how-to-respond/>