



TOP 10 TIPS FOR DEALING WITH ANGRY CUSTOMERS

1. Acknowledge their feelings. “I understand your concerns” or “I know this is very frustrating.”
2. Apologize for the inconvenience.
3. Put yourself in their shoes. How would you feel?
4. Listen without interrupting. Let them vent. Until they are calm, they won’t hear you.
5. Avoid being defensive or confrontational.
6. Ask questions to address their concerns, control dialogue and show that you genuinely care about their problem.
7. Summarize what they’ve said to show that you’re listening and have heard them.
8. If you can’t do what they want, explain what you can do
9. Stay calm
10. Remember, it’s nothing personal. They’re not mad at you. They’re angry at the situation.