



You work as an executive for a movers and packers company. A customer comes to lodge a complaint.

Customer: I need to speak to someone in charge here.

Executive: Sir, tell me what is the issue? I will help you.

Customer: I had hired your company for packing and moving last Sunday. I am sorry to say, I am highly disappointed with the services provided. I would like a refund!

Executive: May I know the exact nature of your complaint, sir? So that I can help you better.

Customer: The men you had sent for packing were so untrained and unprofessional. My very expensive dinner set has cracks and a few plates have broken. Not just that, I had requested for 15 packing boxes whereas I received only 10. If you people cannot handle your work properly, why do you take it up?

Executive: Sir, please calm down. I will lodge your complaint and will personally look into it. Can I have your name and number, please?

Customer: How will that help? I need a refund.

Executive: Sir, if there has indeed been a mistake on our part, we will ensure that your complaint is rightfully treated. Please sir, I request you to cooperate. Can I have your name and number, please?

Customer: Okay. My name is Rakesh Chopra and the number is 987654.

Executive: Thank you, sir. I will help you to my optimum capacity.

See, this is how you can calm down an irate customer without ending up in a fight! All you need is some patience and fluent [English speaking](#)!

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- By Chander Madan

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