



Notes

## Practical-11

You are the Customer Support Executive of a communication service company. A regular customer who has been using your postpaid services calls you up to waive the late fine levied in the current bill. This issue is not concerning your area of competence. How can you address your customer on this issue.

### Objective

After completion of this practical/activity you will be able to handle your customer when issues are outside your area of competence.

### Pre-requisite

- You should be able to use Telephone service(i.e. hold/forward/resume call) provided by company.
- You should have knowledge of customer language (regional language/English).
- You should have knowledge of company's product and services.

### Procedure

- Make sure your computer is “On” and all customers' information is saved on your system.
- Your computer should be connected with appropriate power supply.
- Pickup the call of customer.
- Greet your customer with appropriate words (i.e. Thank you for calling .....) and inform him/her your name and ask “how can I help you sir/madam”.
- If he/she is dissatisfied with product/services, first listen him/her carefully.
- Verify the product/services at your end delivered to the customer.
- If he/she asks about those issues which are outside your area of competence, follow your organization procedure and forward the call in appropriate department. Make sure the customer is informed in an appropriate manner before forwarding the call.



Notes

- Write the special remark if you need for future use.

**Do's and Don'ts**

- Don't interrupt customer when he/she tell about services/products.
- Don't make false commitments.
- Don't take any decision or make any commitment if you are not sure about it. Pass the issue to the concern department/person.

**Learner's Observations**

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

Instructor's signature