



Notes

Practical-8

You are the Customer Service Executive for ABC online shopping. A customer had ordered for a mobile phone but when he received mobile, it was defected/ not operational. The customer mails you to complain on the issue. Write a reply mail to the customer who complained against the product provided by company. Assure him that the mobile phone will be returned / replaced.

Objectives

After completion of this practical you will be able to

- understand the problems of customer;
- reply to the customer's complaints through mail.

Pre-requisite

- You should have knowledge of Email account and Internet.
- You should be able to understand customer language.

Procedure

- Make sure your computer is "On" and Internet service is enabled there.
- Open your e-mail account provided by company.
- Click on "inbox" and check the mail.
- Click on customer mail and read it.
- Click on reply.
- Use appropriate greetings and use humble and soft words in cover letter.
- "Sorry for inconvenience" if complained services are committed by company.
- Otherwise inform correct services to the customer.
- Say "Thanks" for using company product/services.
- Send an e-mail by clicking "send" button.



Notes

Do's and Don'ts

- Be sure to check for essential detail like order id, payment status, customer name and address etc.

Learner's Observations

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Instructor's signature