

## RHR-47A How to handle complaints on prices, on quality

### 47.01 INTRODUCTION :

« The customer is always right ! ». How can you ignore it ?

This tuition allows the attendants to know how to react and overall how to act when a customer is unhappy. In addition, it makes complaint management a tool for securing customer's fidelity.

### 47.02 AIMS :

To enhance the hotel image of your bar or your restaurant.  
To manage customer relationship and to face uneasy situations.  
To behave professionally as a reply to a demanding clientele.

### 47.03 PROGRAMM (SCHEDULE) :

**To single out difficult customers, potentially complaining**

#### Description of the risks related to the services rendered

- Reasons for customer unhappinees (queries on prices, quality of food and drinks, quality of service, music, ...)

#### Quality chain

##### First contact

- A professional welcome
- A customised welcome
- To succeed at first sight
- First words, first gesture

##### Taking care of the customer

- Active listening
- Saying it in other words
- Saying it with words / without words
- Ways of making things easier

##### To provide continuity

- To be available and moving ahead
- Informing, advising, giving directions

##### When leaving

- Learning how to leave a good impression

#### In reply to a complaint :

- How to behave in case of complaint between customer and staff
- How to behave in case of arguments between customers

LENGTH  
2 days  
(14 hours)  
subsequent formation

PUBLIC  
Staff facilities  
Prestige offers a service  
restaurant and bar.  
(group of 10 people max)

LEVEL  
PRIOR KNOWLEDGE  
no

FOLLOW  
Attendance sheet  
Face to face teaching, case  
studies, simulations and  
business simulation exercises.

PEDAGOGY  
Active and demonstrative.

RATE  
(see quote)

TRAINER  
Specialist Hospitality and  
Catering

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