

**1. How can a business professional avoid encountering dissatisfied customers?**

- A. By failing to address them
- B. By performing all aspects of work perfectly
- C. By serving customers until they are satisfied
- D. Business professionals cannot fully avoid encountering dissatisfied customers; it's how they respond to these customers that matters

**2. What is a customer complaint?**

- A. A specific issue voiced by clients with regard to a transaction
- B. Something that, from the customer's perspective, is not acceptable with regard to a business practice
- C. A formal declaration of dissatisfaction from a customer
- D. A and B

**3. How will most customers speak and act when explaining their order complaint?**

- A. In a happy and understanding tone
- B. In a bored and uninterested tone
- C. In an angry, frustrated, and offended tone
- D. In an excited, positive tone

**4. How should a business professional respond to angry customers?**

- A. Succinctly, to end the conversation as quickly as possible
- B. Calmly, respectfully, and understandingly
- C. Communications should be ceased with angry customers altogether
- D. Politely and avoid speaking over the customer's complaints

**5. What are some of the benefits of successfully resolving a customer complaint?**

- A. Improved client relations
- B. A lower transaction cancellation rate
- C. Fewer dissatisfied customers and an improved long-term company reputation
- D. All of the above

# S Reading Online

**Naomi Segal,Daniela Koleva**

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