

# Angry Caller Outline

**Greeting:** "...how can I help you today?"

**Yes Or Care:** "Oh no, that's not good" or "I'll be happy to help you with that."

**Name:** "Who do I have the pleasure of speaking with?"

**Introduction:** "My name is \_\_\_\_\_ and I'm going to take care of you today."

**Listen & Care:** Restate or, "Tell me more about what you are seeing," "Oh no," or, "That's terrible."

**Yes:** "You did the right thing giving me a call. I'm going to take care of you and I'm going to make you my number one priority today."

**Ask:** "I want to get someone out as soon as possible. When would you be available for us to come out?"

**Contact Info:** Check info.

**Scheduling:** Get them scheduled.

**Build Value:** Value/Assurances.

**Follow Up:** "Mr. Jones, after the appointment I'm going to follow up with you to make sure everything went well, that you're up and running, and that you are happy with our service." (Put in calendar or put on sticky note to remember to call.)

## OTHER TIPS:

**Customer Venting:** "Mr. Jones we do appreciate your feedback, it only makes us better. I have been taking notes of what has occurred and I plan to share this in my next company meeting that we are having on Wednesday. Is there anything else that we can do to provide the best experience for our customers?"