

***Have you ever bought or paid for something that you weren't happy with?***

***What did you do to **resolve** the problem?***

***Did Call customer **service** or take the items back to the shop***

***How do you **handle** Customer Complaints?***

***1-Show **empathy*****

***2-Listening to him***

***3-Avoid **blaming** him***

***4- **Solve** the problem***

***What do these pictures have in common?***

***What are The complaints that mentioned in the previous situations***

***1-What's the problem?***

***2-What's the **matter**?***

***3- Is something wrong?***

***4- What's wrong?***

***5-What seems to be the problem?***

