

## HOW TO DEAL WITH AN ANGRY CUSTOMER



**SITUATION :** You work for Urban Outfitters. A customer is angry because you forgot to order his pair of jeans. Now the jeans are out of order.

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**You :** Hello ! How can I help you today ?

**Customer :** How can you help me (**angry tone**) ???!? One of your colleagues said he would order my jeans. He never did it ! And now they're out of order !!!! What are you going to do about it ?! I really wanted these jeans.

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**SITUATION :** You work for Anthropologie and a customer broke a £224 table lamp. Your manager asks you to deal with the situation. He wants the client to pay for it.

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**You :** Hello Sir ! You just broke a £224 table lamp. I'm going to ask you to pay for it. According to our store policy, you have to pay for what you break.

**Client :** I'm not going to pay for your stupid and ugly table lamp. Call your manager !

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**SITUATION :** You work for Apple. An angry customer comes to you : he forgot his password and can't use his devices. He wants a refund.

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**You :** Hello ! How can I help you ?

**Client :** Apple is so lame, I forgot my password and I can't use my devices anymore. That's so stupid, I don't want to use your products anymore, give me a refund RIGHT NOOOOOWWWW !

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**SITUATION :** You work for a travel agency. Your client did not catch his connecting flight on his way back because of the flight company. He arrived two days later and had to pay for a hotel.

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**You :** Hello Mr Smith ! How was your vacation in the Bahamas ?

**Customer :** How was my vacation ? It was great until your company messed it up by not finding a good connecting flight ! What are you going to do about this situation ?

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**SITUATION :** You work for Soho shop, a high end furniture shop in England. A customer ordered two armchairs online, one armchair arrived broken. He does not want to deal with the online customer service.

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**You :** Can you explain me your problem ?

**Customer :** I ordered two armchairs online, one is broken. I tried to contact your customer service but I waited 50 minutes and no one answered ! Fix this problem !! Now !!

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**SITUATION :** You are working at a garage. A customer is angry because you changed a wheel without telling him and he has to pay £70 more than what he was supposed to pay.

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**You :** Hello Mr Smith ! Your car is ready ! Just so you know, we added an extra of £70 on you bill because we had to change one of your wheels for safety reasons.

**Customer :** You were only supposed to change my turn signals ! I don't want to pay !

## HOW TO DEAL WITH AN ANGRY CUSTOMER



**SITUATION** : You work at Mark and Spencer (=Monoprix), the customer takes a product labelled at £15 but at the checkout, the price is £16,50.



**You** : Your total comes to £16,50. Do you have a member card ?

**Customer (getting really angry)** : No it should be £15 like written on the price tag !! What is this store ! Don't try to rub me ! Don't try to rub me ! I want to see a manager !

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**SITUATION** : You work at John Lewis, a department store. There is a -5% discount on clothes for students (they have to show their school ID to prove their status). A customer wants the discount but does not have his ID.



**You** : I'm sorry I won't be able to give you the discount.

**Customer (getting really angry)** : But I swear I'm a student, I'm going to stay here until you give me my discount.

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**SITUATION** : You work at Mark and Spencer (=Monoprix). You decide to take care of an old lady with a walking stick before a teenager. He is not happy and wants to buy his products before the old lady because he arrived first.



**You** : I'm sorry I'm going to take care of Mrs Smith and I'll be right back !

**Customer (getting really angry)** : I don't care, I was here before the old lady. Old people should stay home anyway.

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**SITUATION** : You work for Waffle Factory. Without noticing it, you sell a waffle with a fly on it. The customer starts eating it before realizing there's a fly. When he understands the situation, he gets really mad at you.



**You** : I'm so sorry to hear there was a fly on your waffle, I'm going to give you another one.

**Customer** : This is how you serve people ? Is it a joke ? This is disgusting ! I'm going to denounce you on Twitter.

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**SITUATION** : You work for Sports Direct (=JD Sports). A customer wants to buy a pair of shoes, size 37. Unfortunately, there are none left and this pair of shoes can't be ordered online.



**You** : I'm so sorry I won't be able to give you a size 37, there are none left in our storehouse.

**Customer** : But I love these shoes !! You'd better find a solution because if you don't I'm going to say your store sucks !

## HOW TO DEAL WITH AN ANGRY CUSTOMER



**SITUATION** : You work for Waterstones, a book store. A customer dropped his cup of coffee on a book but does not want to pay for his mistake.



**You** : I'm so sorry I'm going to ask you to pay for the damage you have done.

**Customer** : Why should I pay for that ??? It could happen to anyone. I'm sorry but I don't have money to pay for this book. So, what are you going to do about it ?

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**SITUATION :** You work for Apple. A week after having bought an Apple watch, a customer enters your store looking very angry : his watch is already not working.



**You :** Hello Sir ! How can I help you today ?

**Customer :** You can help me by fixing your stupid Apple watch. It's brand new and it's already not working. I'm going to return all my Apple products !! The design is great but the quality is awful !

## HOW TO DEAL WITH AN ANGRY CUSTOMER



**SITUATION :** You work for a cosmetics store and a client just bought a skin care that is not good for his skin type. He handed up with red pimples on his cheeks.



**You :** Hello Sir ! What can I do for you today ?

**Customer :** I bought one of your products yesterday and I ended up with red pimples on my skin. I have a party tonight and I will look ugly because of your stupid advice and stupid product !