

A CUSTOMER ENTERS YOUR STORE TO COMPLAIN...

Do you actively try to help?

Yes

No



Do you listen more than you talk?

Yes

No

Sometimes

Do you try to avoid the customer?

Sometimes

Yes

Do you ignore the complaint?

Yes

Do you aim to exceed expectations?

No

Do you make excuses?

No

Do you know how to handle complaints?

No

CONGRATULATIONS!

You're great at what you do. Hone your skills even further with Canity!



Your customer service needs some improvement. Luckily, Canity can help.



Your customer service skills are not up to scratch, but don't worry because Canity will get you to where you need to be in no time!

HELP

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