

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 aim to exceed expectations?

No

Yes

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.



Do you try to avoid the customer?

Yes

Sometimes

Do you ignore the complaint?

Yes

Do you know how to handle complaints?

No

Yes

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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