

PROCEDURE TO HANDLE CUSTOMER DISPUTES

1. If the client is upset, take them into a room where you have privacy and ask your salon manager or other therapists to attend.
2. Listen to their complaint – NEVER INTERRUPT
3. Tell them that you understand how they feel, and you would like the opportunity to fix the problem.
4. Thank them for letting you know.
5. Always remain calm and never react to any display of anger.
6. Fill out an incident report and give it to the salon manager.
7. If they are calm and will listen to you then you should be able to resolve the problem
8. If the problem was a mistake that you made, then you need to rectify the problem by offering the same service.
9. To restore faith with the client you must be the one to deliver the service.
10. If it is a reaction to a product then a report must be made.
11. If it is a reaction, then photos should be taken.
12. Ask the salon manager to witness.
13. Give a credit note for the cost of the product or exchange it for another.
14. Contact the product companies' representative if necessary.
15. Fill out a salon report and hand it to the salon manager.
16. See the client to the door and thank them for letting you have the opportunity to rectify the problem.
17. Always thank your client for letting you know.

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