

A background image showing two hands shaking in a firm grip, symbolizing agreement or partnership. The hands are positioned centrally, with the fingers interlaced. The skin tones are different, suggesting a diverse partnership. The background is a light, out-of-focus blue and white.

Common Customer Complaints

Partner Training Modules

Module Four







DCBI DELTA CONTROLS BUSINESS INSTITUTE Customer Complaints

What are the top Customer complaints that you deal with most frequently?



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DCBI DELTA CONTROLS BUSINESS INSTITUTE Customer Complaints

Customer doesn't understand why the problem wasn't identified earlier.



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DCBI DELTA CONTROLS BUSINESS INSTITUTE Customer Complaints

Customer doesn't understand why the problem wasn't identified earlier.

Customer wasn't expecting the cost to be so high.



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DCBI DELTA CONTROLS BUSINESS INSTITUTE Customer Complaints

Customer doesn't understand why the problem wasn't identified earlier.

Customer wasn't expecting the cost to be so high.

Customer thinks the cost is too high because there were too many technicians on the job.

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DCBI DELTA CONTROLS BUSINESS INSTITUTE Customer Complaints

Customer doesn't understand why the problem wasn't identified earlier.

Customer wasn't expecting the cost to be so high.

Customer thinks the cost is too high because there were too many technicians on the job.

Customer doesn't understand why the work wasn't covered under their maintenance agreement.

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DCBI DELTA CONTROLS BUSINESS INSTITUTE Customer Complaints

Customer doesn't understand why the problem wasn't identified earlier.


Customer wasn't expecting the cost to be so high.

Customer thinks the cost is too high because there were too many technicians on the job.

Customer doesn't understand why the work wasn't covered under their maintenance agreement.

Customer says the Service Report doesn't match the work performed.

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Customer Complaints

Customer doesn't understand why the problem wasn't identified earlier.

Customer wasn't expecting the bill to be so high.

Customer thinks the bill is too high because there were too many technicians on the job.

Customer doesn't understand why the work wasn't covered under their maintenance agreement.

Customer says call description doesn't match the work performed.


Customer didn't approve the work performed.


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Customer Complaints

Customer doesn't understand why the problem wasn't identified earlier.

Customer wasn't expecting the bill to be so high.

Customer thinks the bill is too high because there were too many techs on the job.

Customer doesn't understand why the work wasn't covered under their maintenance agreement.

Customer says call description doesn't match the work performed.


Customer didn't approve the work performed.

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Customer Expectations



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DCBI DELTA CONTROLS
BUSINESS INSTITUTE **Customer Expectations**

1. Being called back when promised



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Corporation

DCBI DELTA CONTROLS
BUSINESS INSTITUTE **Customer Expectations**

1. Being called back when promised
2. Receiving an explanation of how a problem happened.



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DCBI DELTA CONTROLS
BUSINESS INSTITUTE **Customer Expectations**

1. Being called back when promised
2. Receiving an explanation of how a problem happened.
3. Knowing who to contact with a problem.



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Corporation

DCBI DELTA CONTROLS BUSINESS INSTITUTE Customer Expectations

1. Being called back when promised
2. Receiving an explanation of how a problem happened.
3. Knowing who to contact with a problem.
4. **Being contacted promptly when a problem is resolved.**

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DCBI DELTA CONTROLS BUSINESS INSTITUTE Customer Expectations

1. Being called back when promised
2. Receiving an explanation of how a problem happened.
3. Knowing who to contact with a problem.
4. Being contacted promptly when a problem is resolved.
5. **Being allowed to talk to someone with authority.**

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DCBI DELTA CONTROLS BUSINESS INSTITUTE Customer Expectations

1. Being called back when promised
2. Receiving an explanation of how a problem happened.
3. Knowing who to contact with a problem.
4. Being contacted promptly when a problem is resolved.
5. Being allowed to talk to someone with authority.
6. **Being told how long it will take to resolve the problem.**

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DCBI DELTA CONTROLS BUSINESS INSTITUTE Customer Expectations

1. Being called back when promised
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3. Knowing who to contact with a problem.
4. Being contacted promptly when a problem is resolved.
5. Being allowed to talk to someone with authority.
6. Being told how long it will take to resolve the problem.
7. **Being given useful alternatives if a problem cannot be solved.**

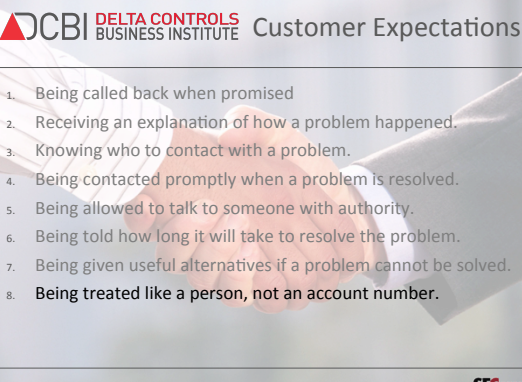
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DCBI DELTA CONTROLS BUSINESS INSTITUTE Customer Expectations

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4. Being contacted promptly when a problem is resolved.
5. Being allowed to talk to someone with authority.
6. Being told how long it will take to resolve the problem.
7. Being given useful alternatives if a problem cannot be solved.
8. **Being treated like a person, not an account number.**


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DCBI DELTA CONTROLS BUSINESS INSTITUTE Customer Expectations

1. Being called back when promised
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5. Being allowed to talk to someone with authority.
6. Being told how long it will take to resolve the problem.
7. Being given useful alternatives if a problem cannot be solved.
8. Being treated like a person, not an account number.
9. **Being told about ways to prevent future problems.**

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Customer Expectations

1. Being called back when promised
2. Receiving an explanation of how a problem happened.
3. Knowing who to contact with a problem.
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6. Being told how long it will take to resolve the problem.
7. Being given useful alternatives if a problem cannot be solved.
8. Being treated like a person, not an account number.
9. Being told about ways to prevent future problems.
10. Being given progress reports on the problem's resolution.

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Customer Expectations

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Complaints Exercise

Role Play


The Customer's control panel is outdated. New controls will greatly enhance the Customer's ability to control energy use, environmental comfort and building safety. You sit down with the Customer to discuss the new technology. The Customer complains that they didn't know the panel would ever need to be replaced. Role play the conversation with the Customer.

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DCBI DELTA CONTROLS BUSINESS INSTITUTE Complaints Discussion

What worked and what didn't work in your role play with the Customer?



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DCBI DELTA CONTROLS BUSINESS INSTITUTE Action Plan

- Customer doesn't understand why the problem wasn't identified earlier.
- Customer wasn't expecting the cost to be so high.
- Customer thinks the cost is too high because there were too many technicians on the job.
- Customer doesn't understand why it's not covered under the maintenance agreement.
- Customer says the call description doesn't match the work performed.
- Customer didn't approve the work performed.

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DCBI DELTA CONTROLS BUSINESS INSTITUTE Key Takeaways

What are three key takeaways you've learned from this workshop?



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Questions



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