



## *Hamilton County HRD's Follow-Up Flash: Customer Service*

### How To Keep Your Cool When a Customer is Losing His or Hers!

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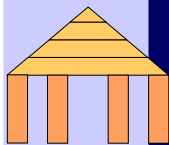
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It's hard to stay calm when a customer is getting upset. Especially if the customer's behavior involves yelling at you, blaming you, and insulting you.

But it's especially important to stay calm when customers are angry. Here are some tips to help you keep your cool, even when a customer is losing his or hers.

- **Remember, it's not about you.** The customer is probably reacting to many stressful situations that are going on in his or her life and is taking the anger out on you. Try not to take the customer's anger personally. Instead, try to feel some empathy for the amount of stress that customer must be experiencing, and focus on how you can make the situation better.
- **Seize the opportunity to set a good example for others as you handle this customer's anger.** The other employees and customers who can see and hear you are noticing how you react. When you react in a positive way, you lead by example and show them how to behave professionally even in a difficult situation.
- **Convince yourself to rise to the challenge that this customer's anger provides you.** It's easy to be friendly and professional to the courteous, polite customers. But can you compel yourself to be friendly and professional to a customer who is upset? As Gatorade says, "Is it in you?" I bet it is! Try to rise to the challenge and keep your cool.

Doing your best to stay calm and to provide caring, professional, friendly customer service when customers are upset is challenging — and rewarding! For the next week, please read these tips each morning and see if it helps you keep your cool. Good luck!



Do you have a customer service tip that could help others  
or a success story to share?

Please contact Lisa Doerger at 946-4713 or [Lisa.doerger@hamilton-co.org](mailto:Lisa.doerger@hamilton-co.org) .