

Using Online Angry Customer Videos To Learn

Angry Customer Training: Session 2: Spot The Errors

In part 1 of our second free training session on dealing with difficult customers, we use a real case study of an angry phone caller to test your ability to spot the good and bad actions of the customer service representative. Part of our ongoing online course, you can view it, or record your answers in the comment section below.

To keep up with new additions to the video course you can go to the [main video page for Dealing With Angry Customers Training Sessions:](#)

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