

Business of Customer Service

I want to fire a customer who is very high-maintenance. I'm a small business owner. Got any suggestions?

Here are some ideas, from [Perfect Phrases For Managing Your Small Business](#).

There are times when a particular customer is so demanding or offensive that it's not worth your time and frustration to keep him or her as a customer. In fact, you may not want to do business with the person again. That's your prerogative—provided you are not violating any laws related to discriminatory practices in your jurisdiction.

Before you decide to “fire” a customer, be aware that you must weigh the consequences of further angering that customer. Then, keep in mind that firing a customer should be done with tact, civility, and discretion. That's for your own protection and the health of your business.

- I don't think you and my business are a good fit any longer. It's time to end this association.
- Your needs have changed a lot since we started working together. It seems like a good time for you to step back and consider what it really is that you are looking for.
- You don't seem to respect my employees, and it seems you're not happy with us so far. I think your business needs can be handled elsewhere.
- We have taken our business association as far as we can. Let me recommend other companies that can meet your current needs.
- We have extended you every professional courtesy in allowing you to make your payments late, but I am afraid that we can no longer afford to do business with you.
- It's unfair of us to pursue a business relationship with you. Both of us can do better elsewhere.

Unique solution ID: #1144

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Last update: 2015-01-23 18:20