



Cooling Down a Heated Situation

If you are dealing with an angry postal customer, remember that responding with anger is never the best course of action. The goal is not to “win” the argument, but to de-escalate the confrontation in three simple steps:

- 1) Calmly ask questions to get to the heart of their anger.
- 2) Summarize back to them what you understand to be the issue so they will know you are listening to them.
- 3) Share how you plan to address their concerns.

Remember to involve your supervisor if the situation does not improve. Working to resolve customer complaints and concerns in a calm manner is good customer service and positively affects business results.

And that's smart business.