

国际商务师业务外语辅导：处理客户投诉的商务函电范文
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把外销员站点加入收藏夹 欢迎进入：2009 年外销员课程免费试听 点击进入免费体验：百考试题外销员在线考试中心 更多信息请访问：百考试题外销员、百考试题论坛外销员

How to deal with a complaint? Pls find some tip as follows: a) customer is always right? b) response promptly c) remain polite if complaint is unreasonable d) admit the complaint if you are to blame e) never lay the blame on your colleagues or your subordinates f) thank the customer for making a complaint

For examples: 1) Dealing with a justified complaint Dear Mr. Robinson, Your complaint about [give brief details] has been passed to me for attention. I am very sorry that you have been inconvenienced by our failure to provide the level of services to which you are entitled. I have made enquires and found that the problem was caused by [give brief details]. I can assure you that we have taken steps to make sure that this kinds of situation cannot arise again. Please accept our apology and appreciation of your highly valued custom. Please contact me personally if you experience any problems with our services in the future. Yours sincerely

2) Dealing with an Unjustified complaint Dear Mr. Robinson, [Subject of complaint] Thank you for your letter of [date], concerning [brief details of complaint]. I have thoroughly investigated this complaint and have interviewed all the staff involved. I can, however, find no evidence to support the claims that

you made.Indeed,I am satisfied that our staff acted properly and with due courtesy and efficiency. I hope that you will accept my regret that you feel we were remiss in our dealing with you.If,however,you can give me any evidence to support your claims,I shall be pleased to review the situation.If you would like to discuss the matter in person,please contact me directly. Yours sincerely 100Test 下载频道开通，各类考试题目直接下载。详细请访问 www.100test.com