

De Escalating Angry Customers



Angry customers in this industry can be something like this...

Yet anger does not manifest the same way.



So, what do you do when you get an angry customer?

Do not take it personal, never let a guest miles away from you, disturb your shift.

Look away from the computer for couple seconds & drink some water.



Some Types of Angry Customers

**Identify
what type of
angry
customer, is
the guest.**

Hello ! So i booked a trip the other day and i was charge multiple times for the flight out of two different accounts

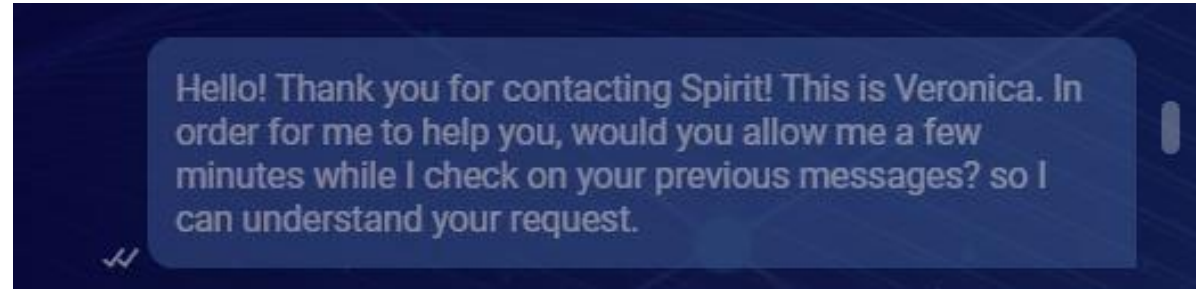
I just spoke to someone on the phone and he hung up on me I've very upset

+13046572633 | 01:31pm



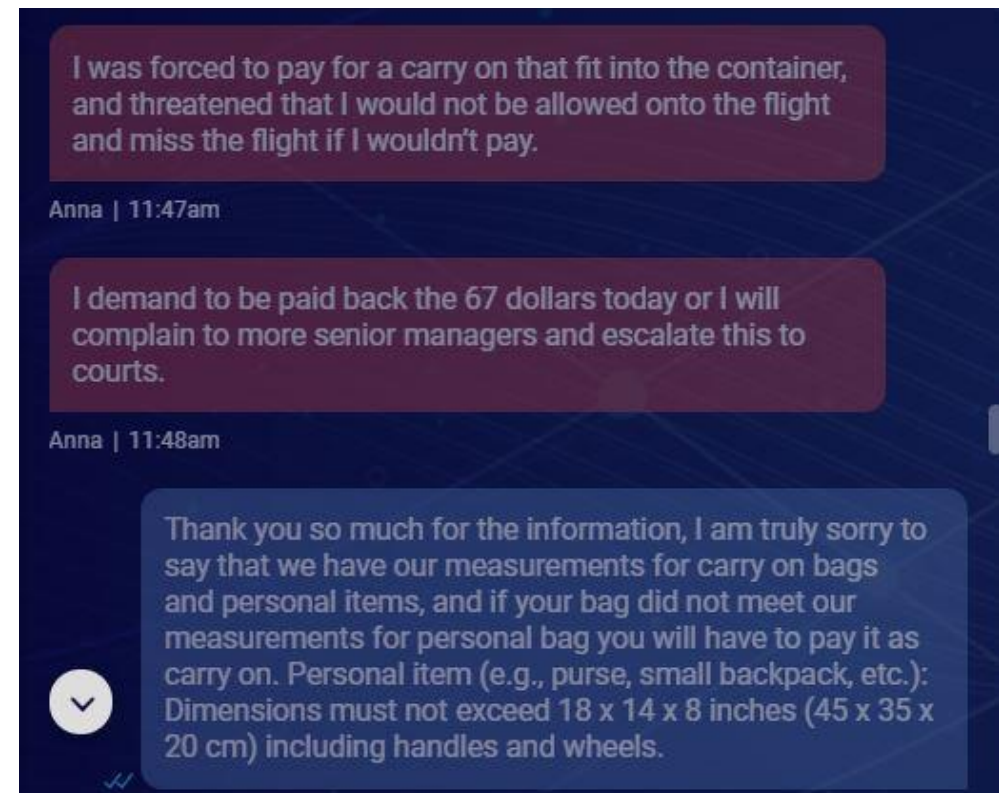
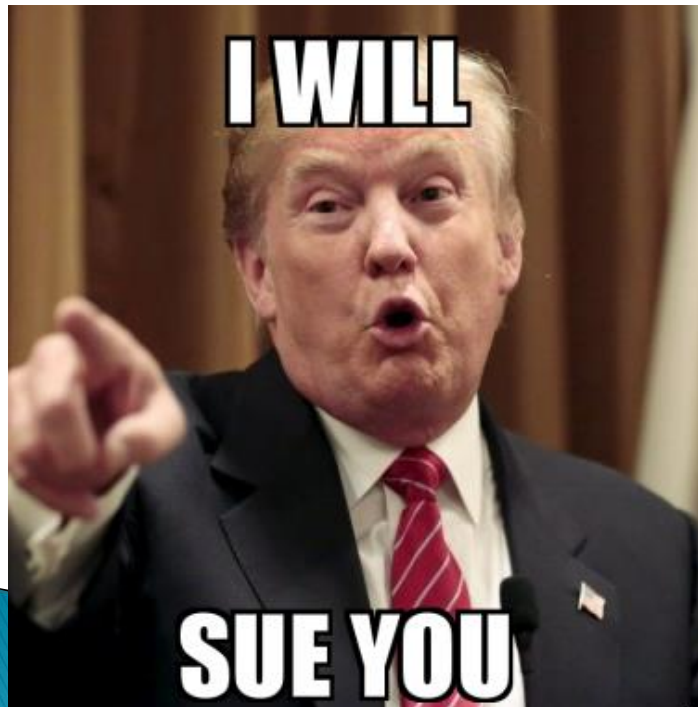
Some Types of Angry Customers

Carefully read the guest concerns and identify the type of angry customer he/she is.



Some Types of Angry Customers

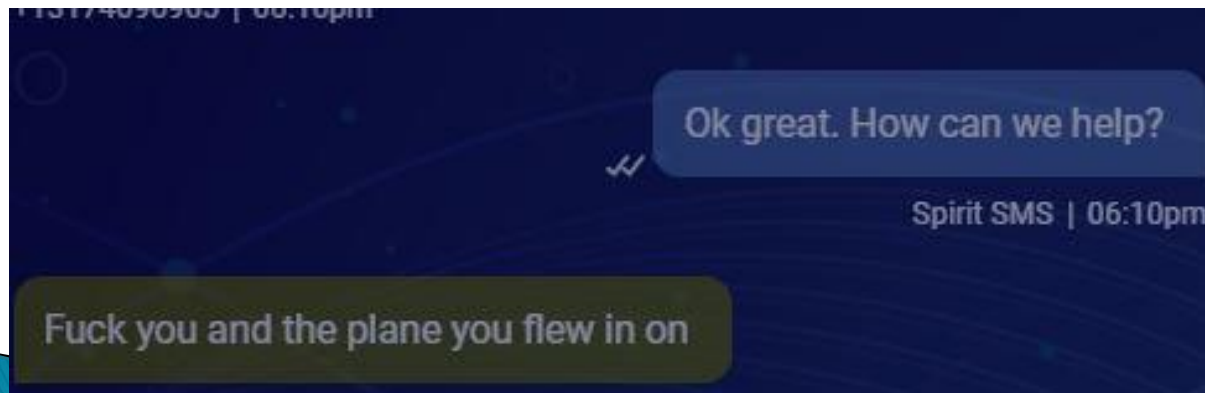
These customers love the phrase “...or else!” It gets old, and can even sound silly, but try not to take it personally. Let them have their say. Repeat their concern back to them and allow them correct you if you misunderstood something. Proceed to drive the conversation towards a resolution.



Some Types of Angry Customers

No matter what you offer to do, it likely won't be good enough for this customer. In their eyes, things will never be the same again, and easy resolution the customer will accept. You'll simply have to tell him or her, "I'm sorry, but that's the best I can do. Thank you for understanding."

Do not take this personal either.



Disclaimer!!!

We are making some fun of this type of customers but beware THEIR problems MATTER we are here to solve the ones within our capabilities. It does not matter how angry they are, they are customers and they have all the right to ask and demand, be nice then objective and assertive, make sure to answer with accurate information, read carefully your messages.



Show the guest your concern about the situation

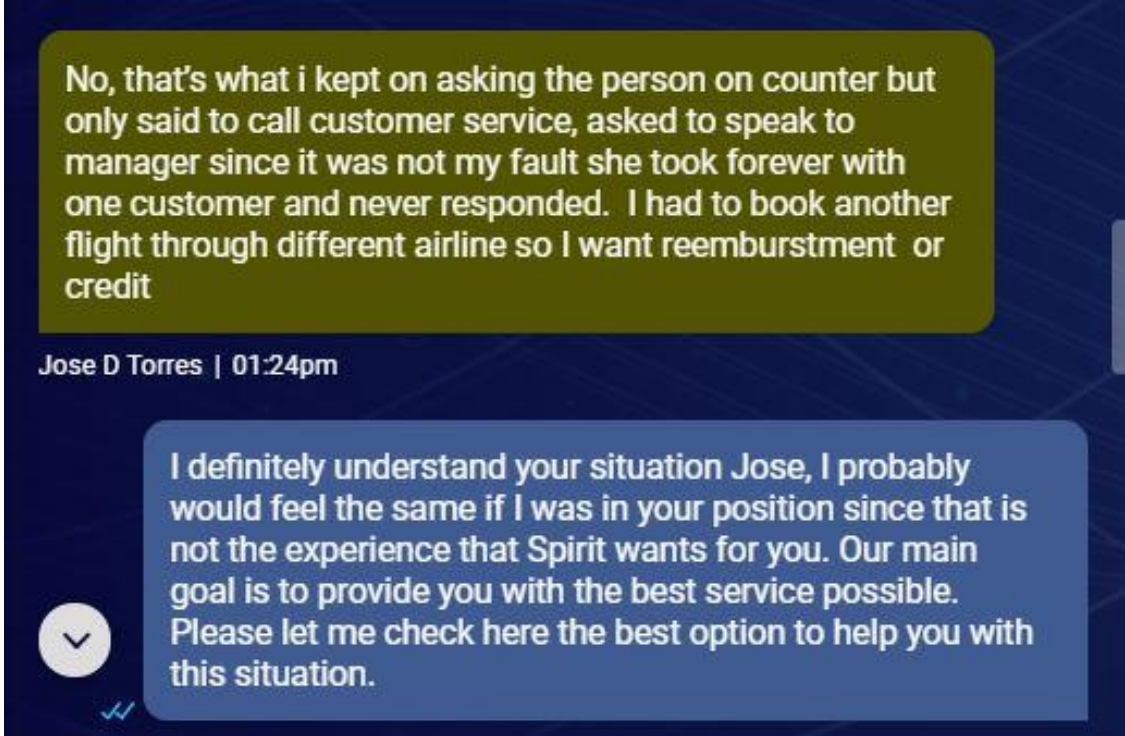
1-Apologize for the situation (making sure you read the guest's concern first) While this doesn't solve the person's issue it makes them feel understood when you acknowledge that they have the right to feel

This doesn't translate to taking the blame for the mistake. It means that you need to take ownership and let the member know that you know what you are doing. Even if you are not.

2- Accept Responsibility (This is a mental step)

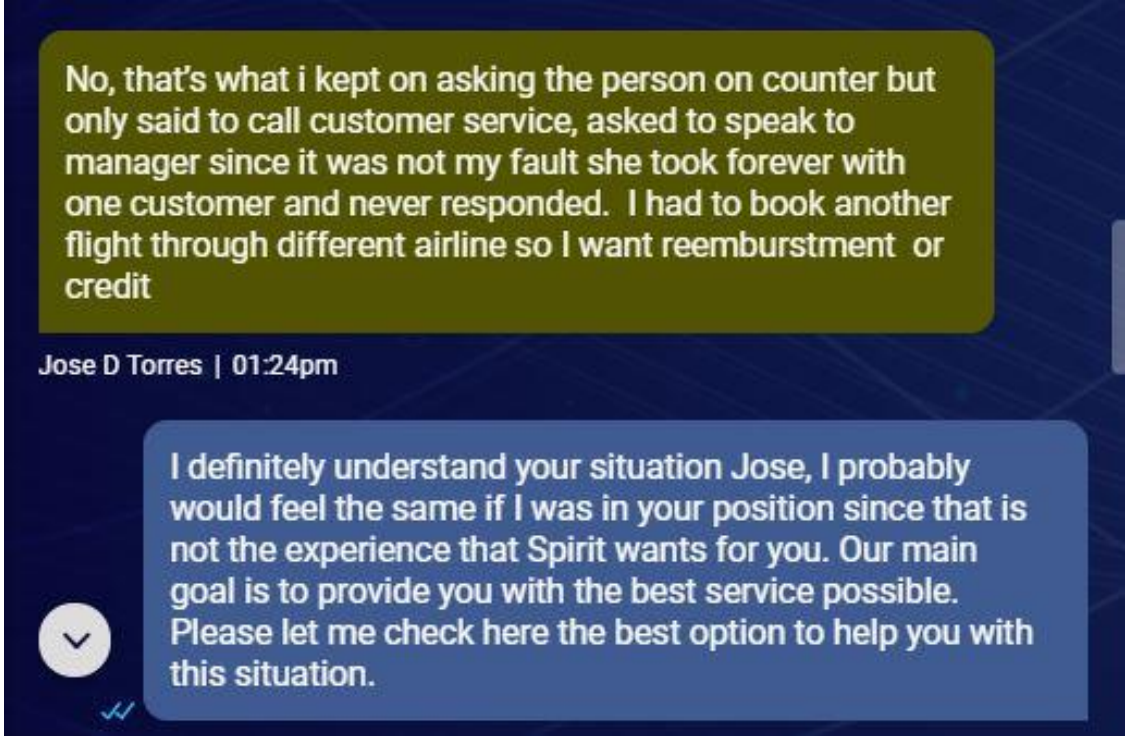
Now, with a less angry and anxious customer. Prepare to help and provide resolution for their issue. Remember that at the end... they are only humans, trying to solve problems.

3- Proceed to help the guest. It is not always easy to put yourself on the other person's shoes but it is always necessary. Imagine that you are on their situation, how would you feel?

A screenshot of a customer service chat conversation. The customer's message is in a yellow bubble on a dark blue background. The text of the message is: "No, that's what i kept on asking the person on counter but only said to call customer service, asked to speak to manager since it was not my fault she took forever with one customer and never responded. I had to book another flight through different airline so I want reemburstment or credit".

No, that's what i kept on asking the person on counter but only said to call customer service, asked to speak to manager since it was not my fault she took forever with one customer and never responded. I had to book another flight through different airline so I want reemburstment or credit

Jose D Torres | 01:24pm

A screenshot of a customer service chat conversation. The agent's response is in a blue bubble on a dark blue background. The text of the message is: "I definitely understand your situation Jose, I probably would feel the same if I was in your position since that is not the experience that Spirit wants for you. Our main goal is to provide you with the best service possible. Please let me check here the best option to help you with this situation." There is a small white circle with a downward arrow and a double checkmark icon below the bubble.

I definitely understand your situation Jose, I probably would feel the same if I was in your position since that is not the experience that Spirit wants for you. Our main goal is to provide you with the best service possible. Please let me check here the best option to help you with this situation.

USEFUL TIPS

- Prepare in advance.
- Identify and understand their anger.
- Read, read and read again if something does not match on the information given.
- Practice responding to different concerns. It might help having scripts, but be careful.
- What the customer complains about isn't always the actual problem. This is where you have the chance to play detective.

-It's important you stay calm throughout the conversation. Don't let the customer bait you into retaliating, and always watch your tone.

-Don't make promises you can't keep. Never lie to the customer. You may be tempted. Don't do it!

Keep emotions out of it, yet remain with empathy.



Fatal mistakes during interactions, avoid these words and statements

NO

Calm Down / Settle Down

It's not my fault

There's nothing I can do

I don't know

Sorry, that's the policy

Find a polite, nice and different way to address the same information using other words and not these.

This is the policy, however, I can offer this alternative.

Let me see how I can fix this.

These are good examples, as you can see the agent showed being concerned about the situation and addressed information with willingness to assist

Can i have a manager idk anything about flying I've never flown before idk if u can't fly can i get a refund or do i have to go through my bank to do that ?

If i wont be able to fly can you just give me a refund or let me know if I have to dispute this with my bank

iOS Messages User e6f2e | 06:42pm

I am sorry for the inconvenience you are facing but We all work under the same credit policy, manager, supervisor and agents and information provided comes from executive department, Otherwise no refund available due to policy as Refunds can only be provided when Spirit Airlines cancels your reservation and when you attempt to cancel within the first 24 hrs of booking but the cancellation is at least 7 days prior departure. And as informed money is available as credit, ready to be used but preference airport and booking information needs to be provided by customer to proceed, How would you like to proceed?

I was forced to pay for a carry on that fit into the container, and threatened that I would not be allowed onto the flight and miss the flight if I wouldn't pay.

Anna | 11:47am

I demand to be paid back the 67 dollars today or I will complain to more senior managers and escalate this to courts.

Anna | 11:48am

Thank you so much for the information, I am truly sorry to say that we have our measurements for carry on bags and personal items, and if your bag did not meet our measurements for personal bag you will have to pay it as carry on. Personal item (e.g., purse, small backpack, etc.): Dimensions must not exceed 18 x 14 x 8 inches (45 x 35 x 20 cm) including handles and wheels.

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