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**Five Tips to Calm Cranky Customers**

**By Dina Beach Lynch**

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1. 'Tis the Season

Recognize that everyone is frazzled during the holidays– you and your customers. Give everyone, including you, the benefit of the doubt when it comes to 'bad behaviors' like being abrupt or rude. Breathe deep and smile. It can work wonders.

2. Let 'em Rant, Let 'em Rant, Let 'em Rant

Listen briefly to what your customer has to say, even if he is simply venting about things outside of your control. Your client will appreciate the caring and you just might learn about another customer problem you can solve. Comments like the ones below can help the customer feel acknowledged and smooth the way to resolution.

That must be difficult for you.

I can see how upset you are.

This must be very important

Let's see what we both can do to fix this

3. Making a List and Checkin' it Twice

Ask your customer what is her most important or urgent concern. Then ask some more questions to find options to resolve it. Questions like the ones below get you to the heart of the matter:

What happened?

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What would you like to see done?

Why is that important to you?

How can you help fix this?

### 4.0' Make It Right

Take the information you've gained through your comments and questions and make things right. Go over and above in your efforts and your customer won't forget it or you. What if you can't fix it? Be honest about it. Sincerely offer what you can provide and explain why more can't be done.

### 5.We Wish You a Happy Ending

Follow up with your customer to see that he's satisfied. In the hectic world we live in, people crave a personal touch like a handwritten note or a short email. Such a small gesture can have a lot of impact on customer loyalty.

These tips can help you have a happy holiday too!

copyright 2004 Dina Beach Lynch is a Workplace Mediator and Conflict Coach who supports professional practice groups. Learn how to solve tough issues at Conflict 101 teleclass Jan. 10, 2005. Visit

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## **How to achieve peace of mind?**

**By ajaypats**

### **How to achieve peace of mind? by ajaypats**

Peace is a condition of mind brought about by a serenity of soul. Peace is not an absence of war, it is a virtue, a state of mind, a disposition for benevolence, confidence, justice. like to believe that people in the long run are going to do more to promote peace than our governments. Indeed, I think that people want peace so much that one of these days governments had better get out of the way and let them have it. If man does find the solution for world peace it will be the most revolutionary reversal of his record we have ever known. You can't separate peace from freedom because no one can be at peace unless he has his freedom. First keep the peace within yourself, then you can also bring peace to others.

Stay calm There is enormous strength in serenity. Stay calm, and you stay in control.

When noise and clutter and confusion overwhelm the situation, the way forward is with calm and determined strength. Stay calm, and you make the best decisions.

Just because there is a need for urgency does not mean there's a need for panic. Stay calm, and you

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can be the most effective.

Anxiety can drain away your energy and give you nothing useful in return. Rushing around in a frenzy brings on carelessness and wasted effort.

You can let yourself be drawn into anxiety and haste, but why would you ever want to? Instead, stay calm, and able to make a positive difference.

Always know that you can choose your own response, whatever the situation. Choose to stay calm, for it is almost always your best first choice

Ajay Pats is professional manager working as sales manager.He runs inspirational ezine"Rediscover true colors of life" available at <http://www.topica.com/lists/venturemall> and community for home based business entrepreneurs available at <http://groups.msn.com/venturecon>.

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