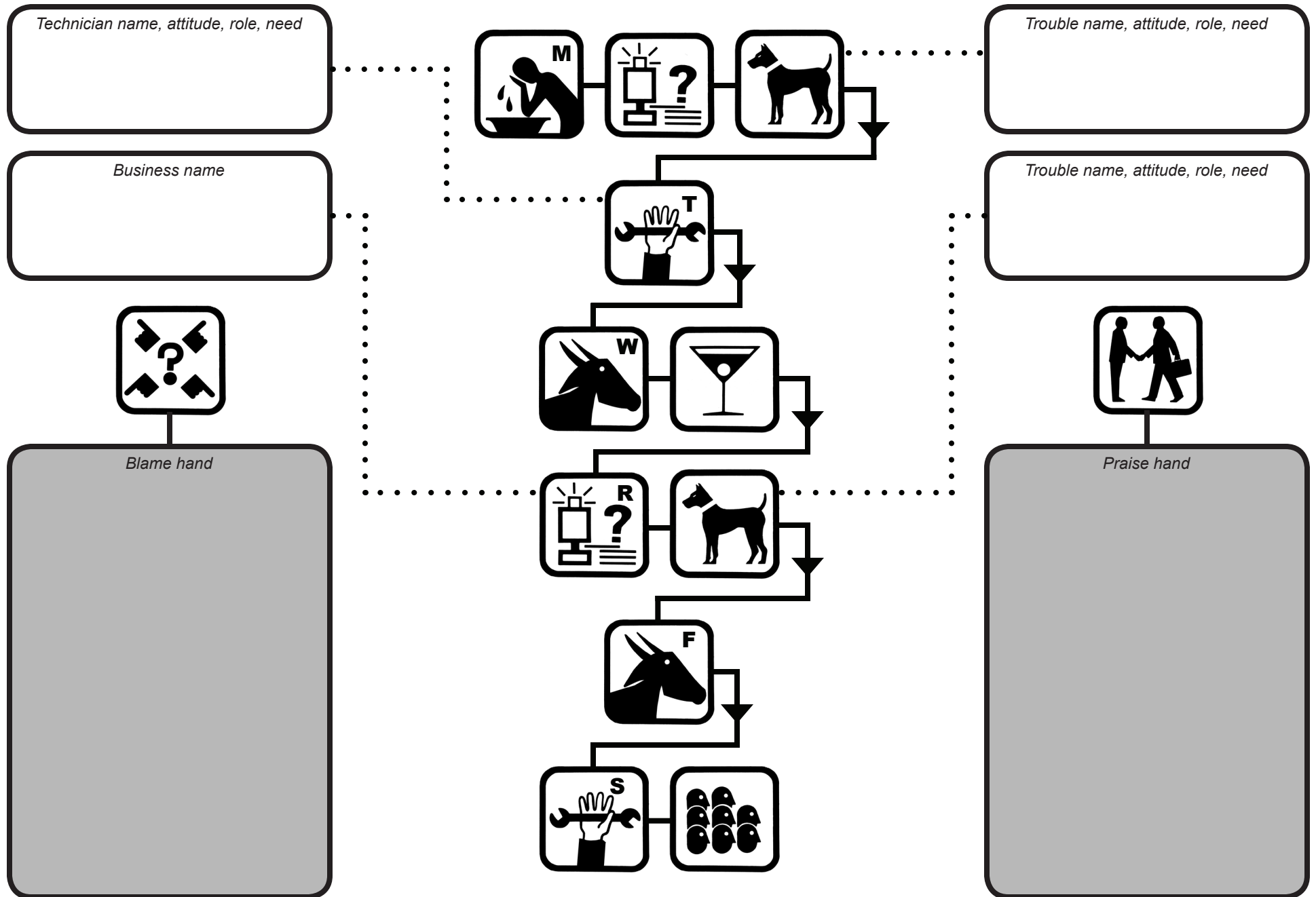
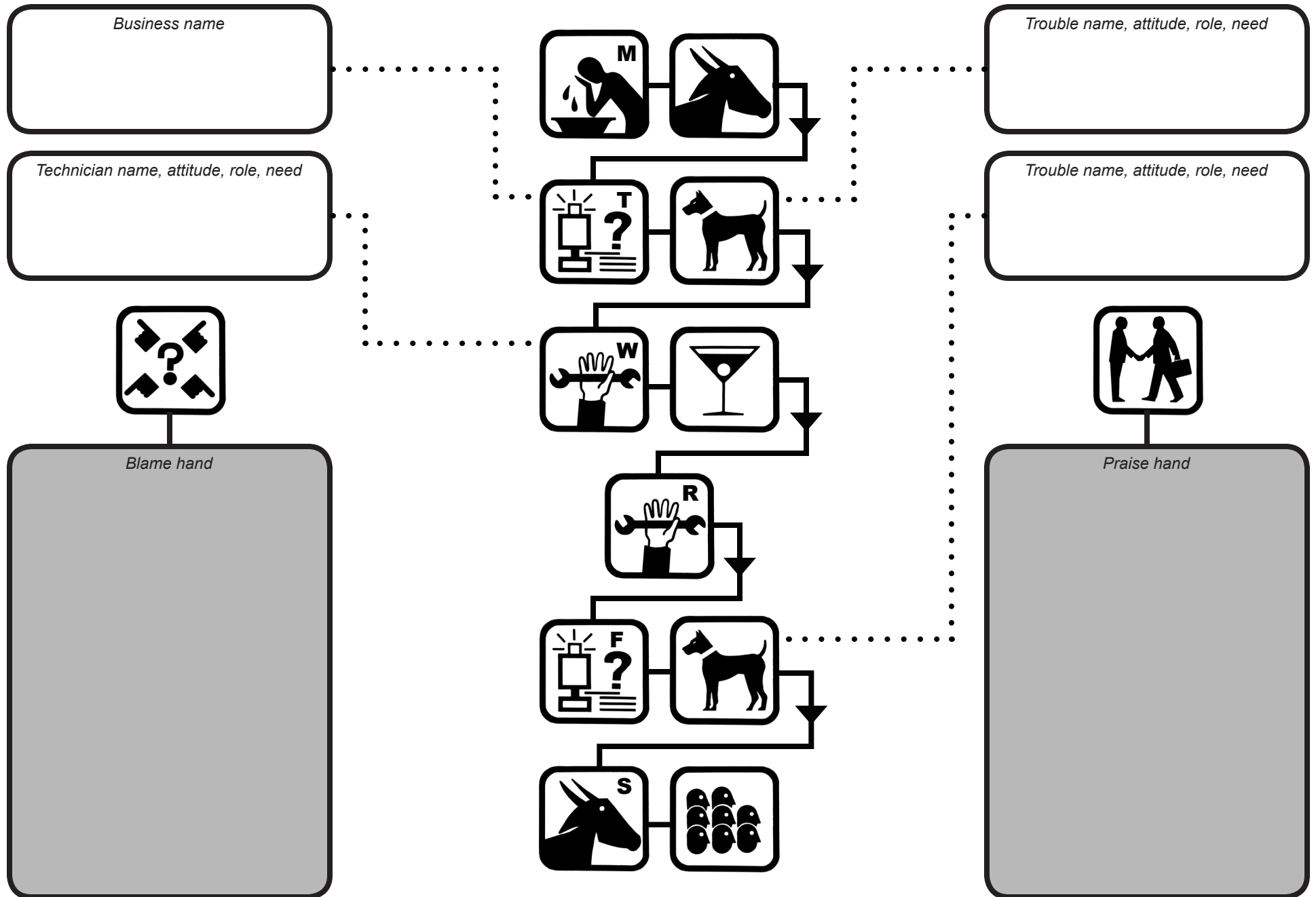


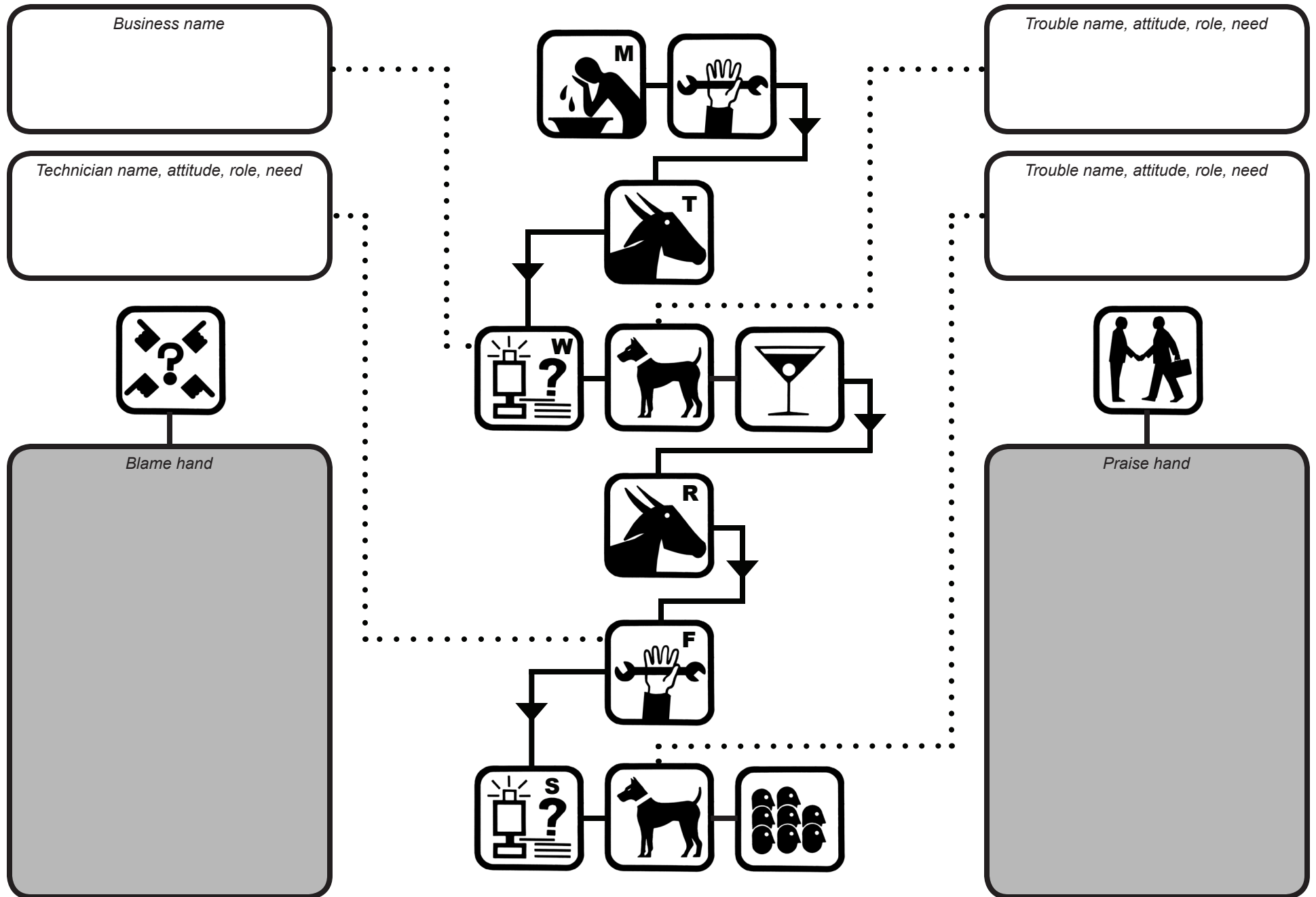
BUSINESS SOLUTIONS

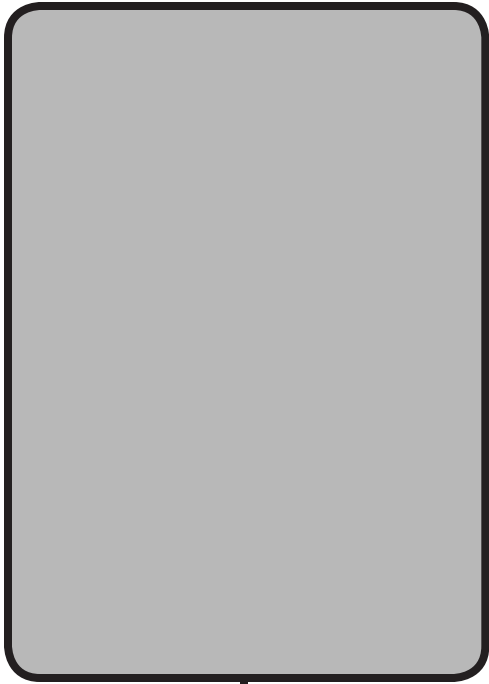


BUSINESS SOLUTIONS

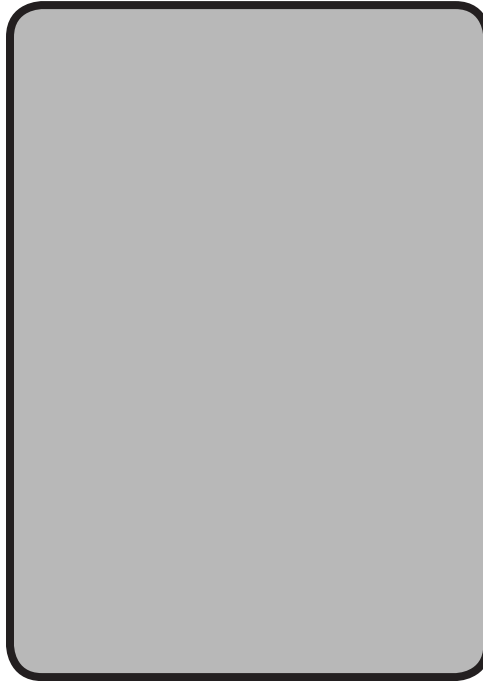


BUSINESS SOLUTIONS

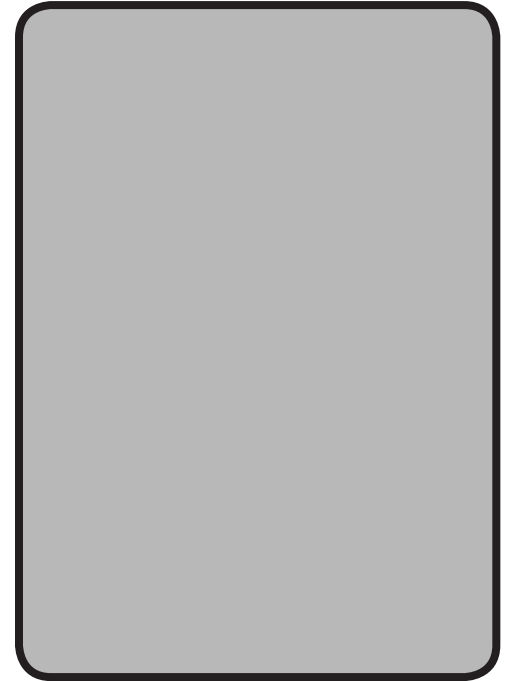




Group Blame Stack



Group Draw Stack




Group Praise Stack


HOW TO DEAL WITH AN ANGRY CLIENT


It's an unfortunate fact of life that occasionally, a client will be very, very upset with you. Motivational psychologists tell us that an angry customer, handled correctly, can turn into a valuable friend and ally. Here's what you can do, in five easy steps:


- 1. Tell them you are sorry.** Promise that it won't happen again.
- 2. Ask them what it would take to calm them down.** Don't make any suggestions or set any limits. In rare cases they will want a simple apology (see step one).
- 3. If you can give them what they want, do so.** If you can't (and let's face it, you probably can't – there's a 99% chance that they are being unreasonable), tell them they will have to speak to your manager.
- 4. Let them speak to your partner.** Tell the client that your partner is your manager. While this is technically a lie, it's a helpful lie for both you and the client.
- 5. Repeat steps one through three.** If you and your "manager" can't resolve the issue, it's best to leave the client and let them cool off for a few weeks. Under no circumstances should you direct the client to contact your actual manager, or any senior BS employee.


SERVICE CALL LOG


TICKET 0001	1. Client	3. Problem Code	4. Resolved? <input type="checkbox"/> Yes <input type="checkbox"/> No
	2. BS Lead	<input type="checkbox"/> 014 Blank <input type="checkbox"/> 017 Blurry <input type="checkbox"/> 056 Too dark <input type="checkbox"/> 098 Too light <input type="checkbox"/> 103 Color off <input type="checkbox"/> 116 Gritty <input type="checkbox"/> 148 Streaky <input type="checkbox"/> 360 Accessory dmg. <input type="checkbox"/> 399 Funny smell	5. Client sign-off
		<input type="checkbox"/> 404 Internal error <input type="checkbox"/> 497 Jammed <input type="checkbox"/> 504 Panel Error <input type="checkbox"/> 649 Grinding noise <input type="checkbox"/> 680 Strangely hot <input type="checkbox"/> 713 Weird glow <input type="checkbox"/> 800 Won't turn off <input type="checkbox"/> 801 Won't turn on <input type="checkbox"/> 911 Shocks user	<i>Thank You!</i>

TICKET 0002	1. Client	3. Problem Code	4. Resolved? <input type="checkbox"/> Yes <input type="checkbox"/> No
	2. BS Lead	<input type="checkbox"/> 014 Blank <input type="checkbox"/> 017 Blurry <input type="checkbox"/> 056 Too dark <input type="checkbox"/> 098 Too light <input type="checkbox"/> 103 Color off <input type="checkbox"/> 116 Gritty <input type="checkbox"/> 148 Streaky <input type="checkbox"/> 360 Accessory dmg. <input type="checkbox"/> 399 Funny smell	5. Client sign-off
		<input type="checkbox"/> 404 Internal error <input type="checkbox"/> 497 Jammed <input type="checkbox"/> 504 Panel Error <input type="checkbox"/> 649 Grinding noise <input type="checkbox"/> 680 Strangely hot <input type="checkbox"/> 713 Weird glow <input type="checkbox"/> 800 Won't turn off <input type="checkbox"/> 801 Won't turn on <input type="checkbox"/> 911 Shocks user	<i>Thank You!</i>

TICKET 0003	1. Client	3. Problem Code	4. Resolved? <input type="checkbox"/> Yes <input type="checkbox"/> No
	2. BS Lead	<input type="checkbox"/> 014 Blank <input type="checkbox"/> 017 Blurry <input type="checkbox"/> 056 Too dark <input type="checkbox"/> 098 Too light <input type="checkbox"/> 103 Color off <input type="checkbox"/> 116 Gritty <input type="checkbox"/> 148 Streaky <input type="checkbox"/> 360 Accessory dmg. <input type="checkbox"/> 399 Funny smell	5. Client sign-off
		<input type="checkbox"/> 404 Internal error <input type="checkbox"/> 497 Jammed <input type="checkbox"/> 504 Panel Error <input type="checkbox"/> 649 Grinding noise <input type="checkbox"/> 680 Strangely hot <input type="checkbox"/> 713 Weird glow <input type="checkbox"/> 800 Won't turn off <input type="checkbox"/> 801 Won't turn on <input type="checkbox"/> 911 Shocks user	<i>Thank You!</i>

TICKET 0004	1. Client	3. Problem Code	4. Resolved? <input type="checkbox"/> Yes <input type="checkbox"/> No
	2. BS Lead	<input type="checkbox"/> 014 Blank <input type="checkbox"/> 017 Blurry <input type="checkbox"/> 056 Too dark <input type="checkbox"/> 098 Too light <input type="checkbox"/> 103 Color off <input type="checkbox"/> 116 Gritty <input type="checkbox"/> 148 Streaky <input type="checkbox"/> 360 Accessory dmg. <input type="checkbox"/> 399 Funny smell	5. Client sign-off
		<input type="checkbox"/> 404 Internal error <input type="checkbox"/> 497 Jammed <input type="checkbox"/> 504 Panel Error <input type="checkbox"/> 649 Grinding noise <input type="checkbox"/> 680 Strangely hot <input type="checkbox"/> 713 Weird glow <input type="checkbox"/> 800 Won't turn off <input type="checkbox"/> 801 Won't turn on <input type="checkbox"/> 911 Shocks user	<i>Thank You!</i>

TICKET 0005	1. Client	3. Problem Code	4. Resolved? <input type="checkbox"/> Yes <input type="checkbox"/> No
	2. BS Lead	<input type="checkbox"/> 014 Blank <input type="checkbox"/> 017 Blurry <input type="checkbox"/> 056 Too dark <input type="checkbox"/> 098 Too light <input type="checkbox"/> 103 Color off <input type="checkbox"/> 116 Gritty <input type="checkbox"/> 148 Streaky <input type="checkbox"/> 360 Accessory dmg. <input type="checkbox"/> 399 Funny smell	5. Client sign-off
		<input type="checkbox"/> 404 Internal error <input type="checkbox"/> 497 Jammed <input type="checkbox"/> 504 Panel Error <input type="checkbox"/> 649 Grinding noise <input type="checkbox"/> 680 Strangely hot <input type="checkbox"/> 713 Weird glow <input type="checkbox"/> 800 Won't turn off <input type="checkbox"/> 801 Won't turn on <input type="checkbox"/> 911 Shocks user	<i>Thank You!</i>

TICKET 0006	1. Client	3. Problem Code	4. Resolved? <input type="checkbox"/> Yes <input type="checkbox"/> No
	2. BS Lead	<input type="checkbox"/> 014 Blank <input type="checkbox"/> 017 Blurry <input type="checkbox"/> 056 Too dark <input type="checkbox"/> 098 Too light <input type="checkbox"/> 103 Color off <input type="checkbox"/> 116 Gritty <input type="checkbox"/> 148 Streaky <input type="checkbox"/> 360 Accessory dmg. <input type="checkbox"/> 399 Funny smell	5. Client sign-off
		<input type="checkbox"/> 404 Internal error <input type="checkbox"/> 497 Jammed <input type="checkbox"/> 504 Panel Error <input type="checkbox"/> 649 Grinding noise <input type="checkbox"/> 680 Strangely hot <input type="checkbox"/> 713 Weird glow <input type="checkbox"/> 800 Won't turn off <input type="checkbox"/> 801 Won't turn on <input type="checkbox"/> 911 Shocks user	<i>Thank You!</i>