

27 In response to the irate customer the necessity to be understanding of the nature of the complaint as well as the severity of ~~the~~ <sup>the</sup> customer ~~is~~ <sup>is</sup> ~~the~~ <sup>the</sup> problem is necessary.

Once you arrive at the customer's premises the need for proper communication skill as well as respect for the customer's property for example the customer's business might be a part of their household so you might have to remove your shoes as well as this, this ~~is~~ <sup>is</sup> the customer might understand any electrical terminology so the need for good communication skill to get your opinion across is needed.

Once the problem is located you have to explain to the customer what is involved to fix the problem ~~and~~ <sup>and</sup> ~~the~~ <sup>the</sup> ~~ways~~ <sup>ways</sup> to fix this includes time, ~~and~~ <sup>and</sup> parts and ~~the~~ <sup>the</sup> financial costs if these are known at that period of time, as well as these there could be different ways to fix the problem so these options need to be explained ~~in~~ <sup>in</sup> ~~depth~~ <sup>depth</sup> and each options ~~positives~~ <sup>positives</sup> and negatives; for example one option ~~may~~ <sup>may</sup> might cost more but it will take less time to fix.



Once the ~~power~~ problem with power loss is solved  
The issue with loss of supply becomes relevant.

For example if this failure is from ~~a~~ prior work that this company has carried out the issue of compensation of loss of production might become an issue, if so you ~~should~~ ~~refer~~ reinforce the value of the customer's complaint and ensure that his/her complaint will be immediately brought to the attention of senior management and management will get back to the customer with a solution.

Once all these problems have been solved the option of sending the customer a ~~letter~~ survey on the satisfaction with the company's customer service might be a good idea to ~~also~~ identify any areas that the company needs to improve on.