

Have you had to deal with an angry customer?



Drivers do more than just drive. We are also the **Customer Service Representatives** for our company. When customers are angry over something beyond our control, it often requires that we be tactful, diplomatic, and understanding in our discussions. Sometimes just calmly explaining the rules to a customer can cool them off. We can't haul overloaded containers because it is unsafe and illegal. We can't haul damaged containers for the same reasons. Sometimes the customer needs to move the container for us so we can raise our rolloff boom without fear of striking a structure or overhead wire. Whatever the situation, positive dialogue can cool them off. If you have an angry customer, be polite and show empathy for their concerns. Explain situations thoroughly without getting angry yourself. A happy and satisfied customer will keep coming back, and may tell others about your good service!

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