

# HANDLING COMPLAINTS AND FEEDBACK

## INTRODUCTION

Embark on a transformative journey into the world of F&B with our Bite-Sized training programs, designed to sculpt service excellence and hone skills in digestible, bite-sized portions. Our innovative training program redefines the way you approach service and equips you with the skills needed to thrive in the dynamic and exciting F&B industry.

## OBJECTIVE

Bite-Sized training programs focuses on the Service Sequence and not only impart technical skills but to inspire a passion and empower employees with the knowledge, skills and confidence needed to excel in exceptional service, turning employees into ambassadors of excellence.

## LEARNING OUTCOME

- ✓ Participants will be able to relate customer's shortcomings and take measures to rectify the situation.
- ✓ Participants will be able to adopt a professional demeanor during the process.
- ✓ Participants will be able to offer solutions and solve issues efficiently.

## MODULES

- **Active Listening**  
Acknowledging concerns by listening without interrupting while demonstrating empathy and understanding.
- **Professional Attitude**  
Maintaining a composed demeanor and avoiding reacting emotionally or defensively.
- **Acknowledging the Complaint**  
Offering apology for the inconvenience.
- **Questioning**  
Gathering information by asking open-ended questions.
- **Offer Solutions**  
Proactive approach in rectifying the complaint in a timely manner and follow up to ensure satisfaction.
- **Feedback for Improvements**  
Realizing that feedback are opportunities for improvement.
- **Implementing Preventive Measures**  
Addressing the root cause and implementing preventive measures to avoid similar issues in the future.

### PARTICIPANTS

All employees who perform F&B duties.

### NUMBER OF PARTICIPANTS

5 - 15 Pax

### PROGRAM DURATION

4 hours

### METHODOLOGY

Lectures,  
Interactive Activities  
and Role Play

ImPACTing Hospitality Businesses through Customized Training and Coaching

### CONTACT US NOW

Y Kanagalingam (HRD Corp Certified) | (010) 2318572  
www.pactsolutions.com.my | facebook.com.my/pactsolutions.com.my | kana@pactsolutions.com.my