Hospitality and Tourism

Angry and Rude Customers

Mr. Bodenburg

**\_\_\_\_\_ % of U.S. customers rely on \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_communications.**

**\_\_\_\_\_ % use official review sites.**

**\_\_\_\_\_ % use reviews and comments from \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_sites.**

**10 Tips for Dealing with Angry or Rude Customers**

|  |  |
| --- | --- |
| **01.** | **02.** |
| **03.** | **04.** |
| **05.** | **06.** |
| **07.** | **08.** |
| **09.** | **10.** |

**Write Down Two of Your Favorite Customer Service Quotes:**