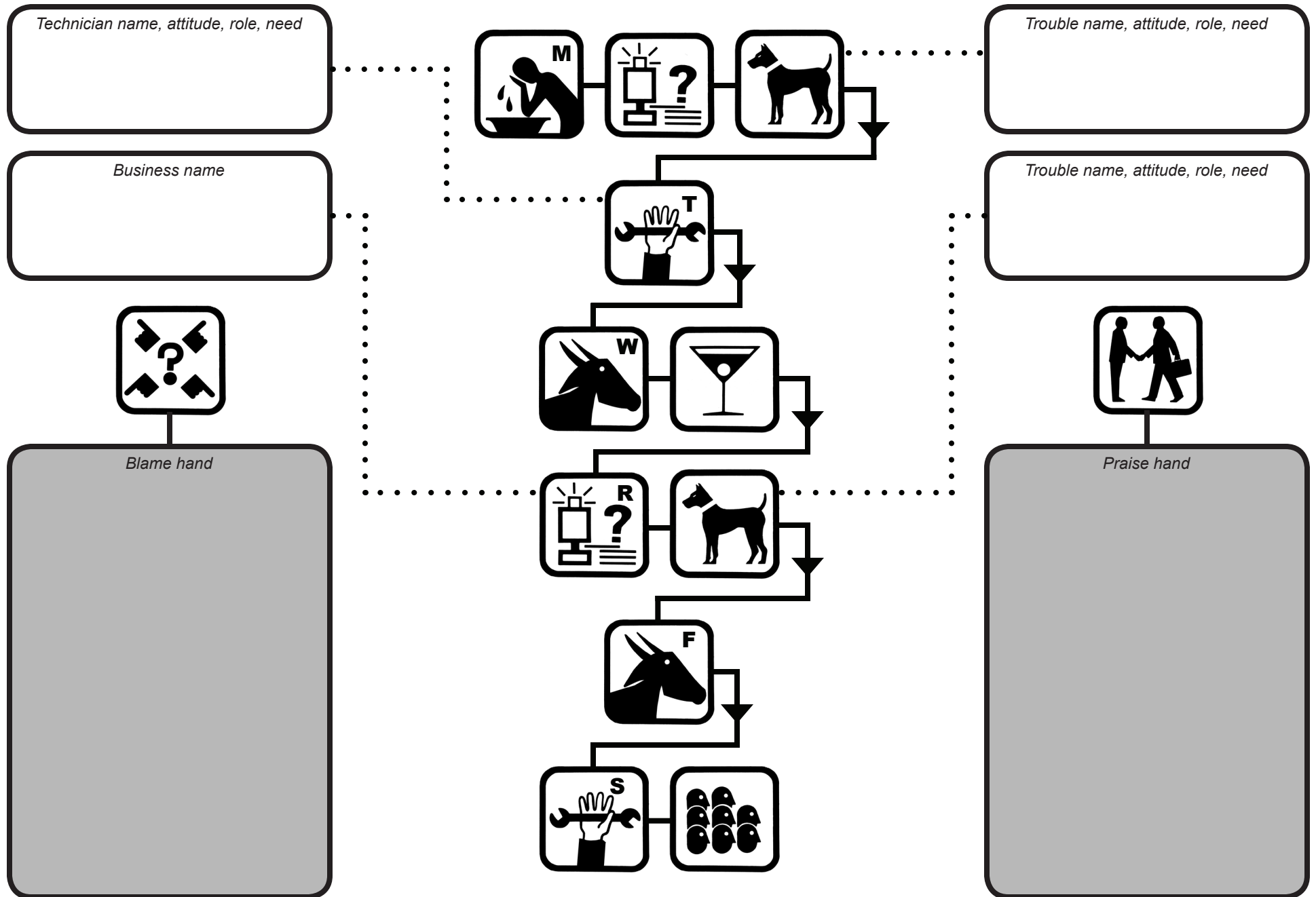
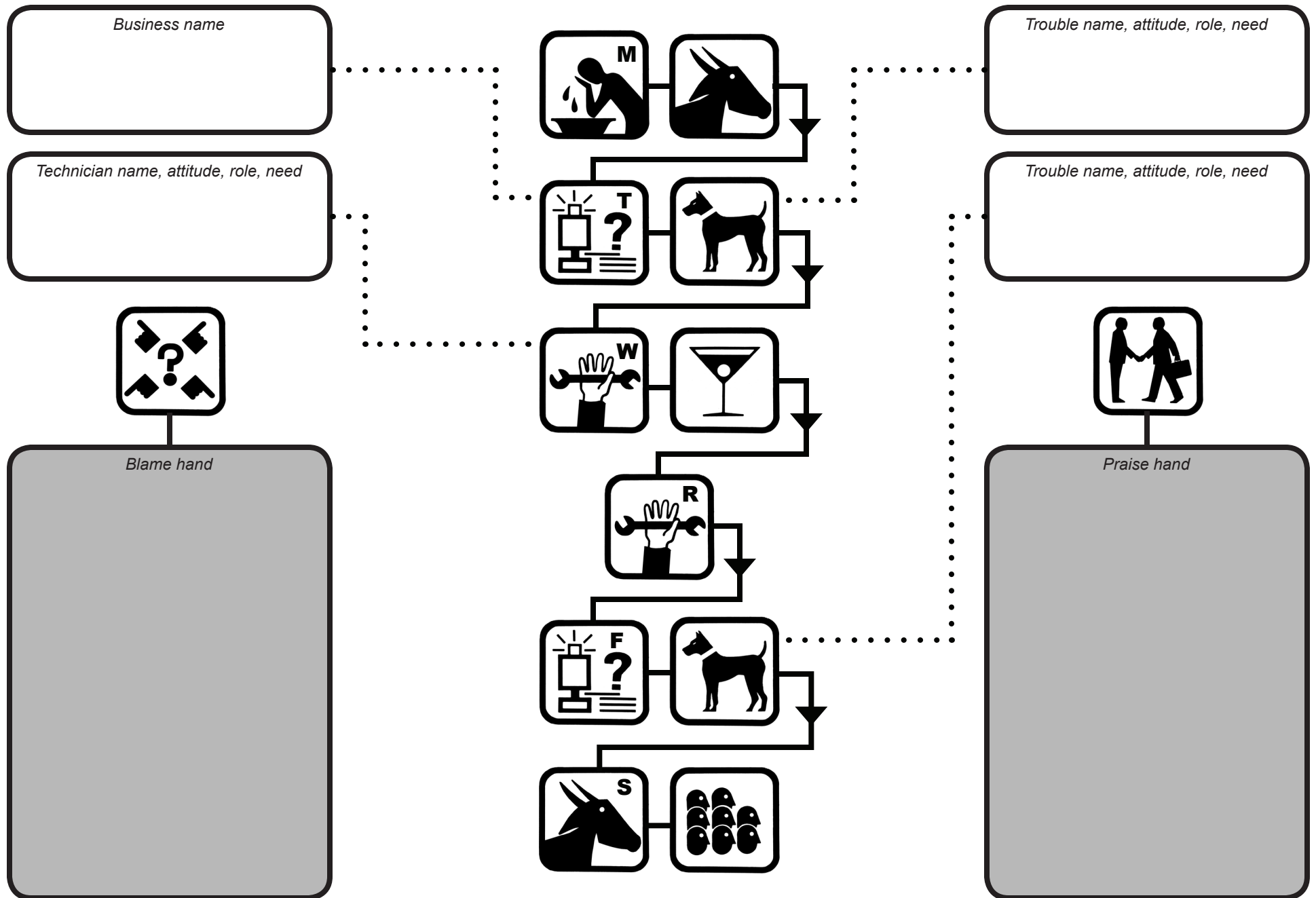


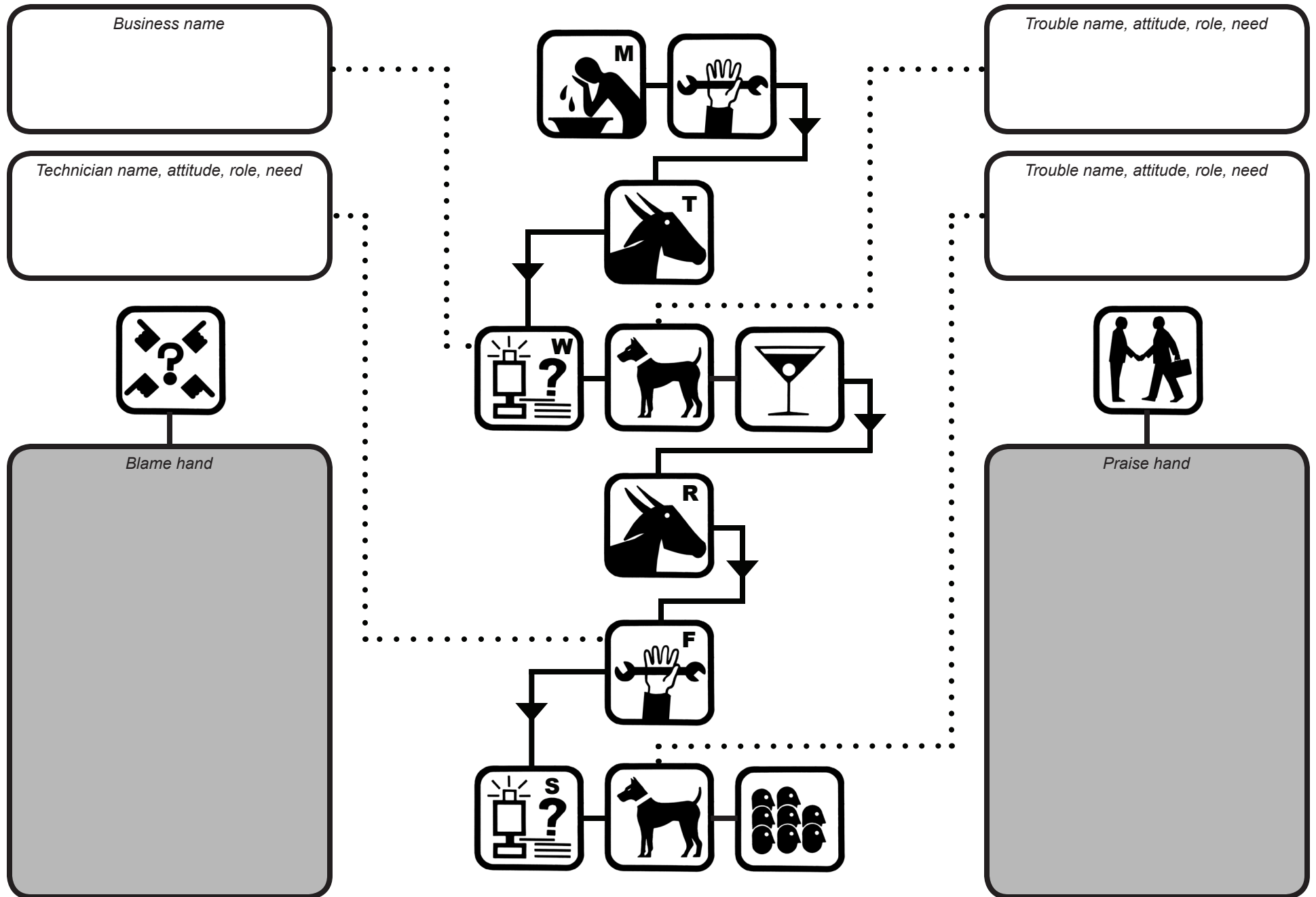
# BUSINESS SOLUTIONS

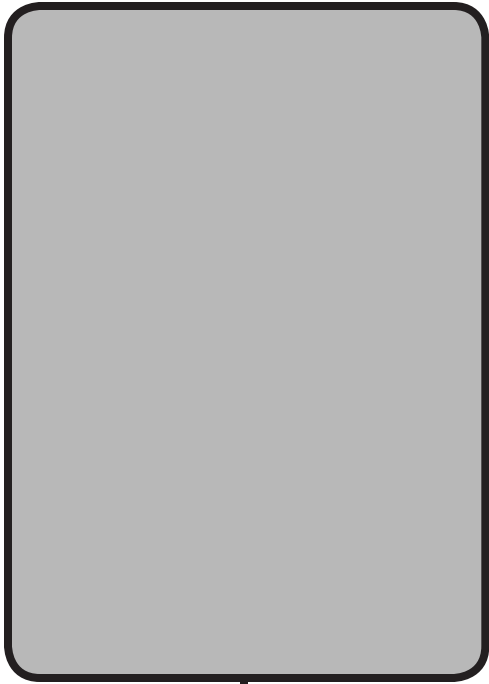


# BUSINESS SOLUTIONS

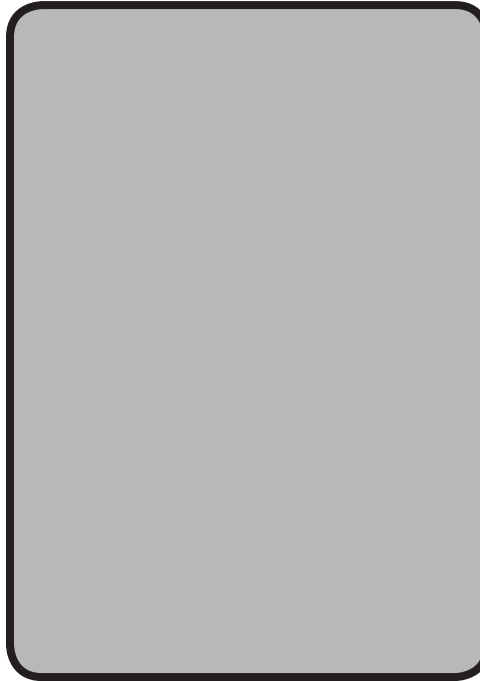


# BUSINESS SOLUTIONS

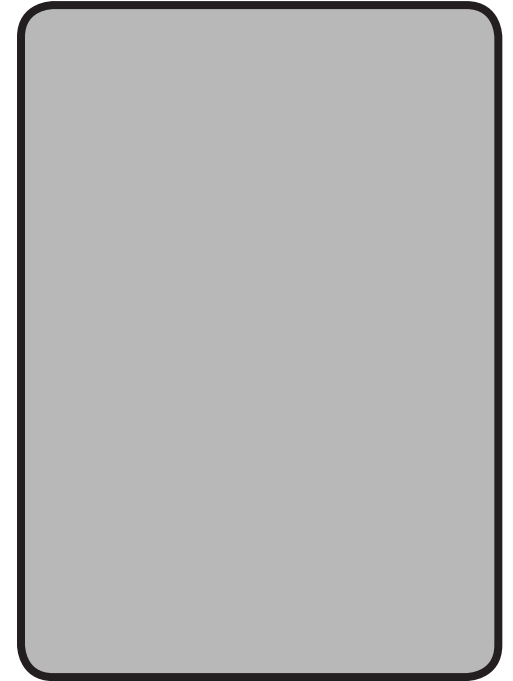




*Group Blame Stack*



*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

2. BS Lead

3. Problem Code

- |   |   |
|---|---|
| <input type="checkbox"/> 014 Blank          | <input type="checkbox"/> 404 Internal error |
| <input type="checkbox"/> 017 Blurry         | <input type="checkbox"/> 497 Jammed         |
| <input type="checkbox"/> 056 Too dark       | <input type="checkbox"/> 504 Panel Error    |
| <input type="checkbox"/> 098 Too light      | <input type="checkbox"/> 649 Grinding noise |
| <input type="checkbox"/> 103 Color off      | <input type="checkbox"/> 680 Strangely hot  |
| <input type="checkbox"/> 116 Gritty         | <input type="checkbox"/> 713 Weird glow     |
| <input type="checkbox"/> 148 Streaky        | <input type="checkbox"/> 800 Won't turn off |
| <input type="checkbox"/> 360 Accessory dmg. | <input type="checkbox"/> 801 Won't turn on  |
| <input type="checkbox"/> 399 Funny smell    | <input type="checkbox"/> 911 Shocks user    |

4. Resolved? ☐ Yes ☐ No

5. Client sign-off

*Thank You!*

TICKET  
0002



1. Client

2. BS Lead

3. Problem Code

- |   |   |
|---|---|
| <input type="checkbox"/> 014 Blank          | <input type="checkbox"/> 404 Internal error |
| <input type="checkbox"/> 017 Blurry         | <input type="checkbox"/> 497 Jammed         |
| <input type="checkbox"/> 056 Too dark       | <input type="checkbox"/> 504 Panel Error    |
| <input type="checkbox"/> 098 Too light      | <input type="checkbox"/> 649 Grinding noise |
| <input type="checkbox"/> 103 Color off      | <input type="checkbox"/> 680 Strangely hot  |
| <input type="checkbox"/> 116 Gritty         | <input type="checkbox"/> 713 Weird glow     |
| <input type="checkbox"/> 148 Streaky        | <input type="checkbox"/> 800 Won't turn off |
| <input type="checkbox"/> 360 Accessory dmg. | <input type="checkbox"/> 801 Won't turn on  |
| <input type="checkbox"/> 399 Funny smell    | <input type="checkbox"/> 911 Shocks user    |

4. Resolved? ☐ Yes ☐ No

5. Client sign-off

*Thank You!*

TICKET  
0003



1. Client

2. BS Lead

3. Problem Code

- |   |   |
|---|---|
| <input type="checkbox"/> 014 Blank          | <input type="checkbox"/> 404 Internal error |
| <input type="checkbox"/> 017 Blurry         | <input type="checkbox"/> 497 Jammed         |
| <input type="checkbox"/> 056 Too dark       | <input type="checkbox"/> 504 Panel Error    |
| <input type="checkbox"/> 098 Too light      | <input type="checkbox"/> 649 Grinding noise |
| <input type="checkbox"/> 103 Color off      | <input type="checkbox"/> 680 Strangely hot  |
| <input type="checkbox"/> 116 Gritty         | <input type="checkbox"/> 713 Weird glow     |
| <input type="checkbox"/> 148 Streaky        | <input type="checkbox"/> 800 Won't turn off |
| <input type="checkbox"/> 360 Accessory dmg. | <input type="checkbox"/> 801 Won't turn on  |
| <input type="checkbox"/> 399 Funny smell    | <input type="checkbox"/> 911 Shocks user    |

4. Resolved? ☐ Yes ☐ No

5. Client sign-off

*Thank You!*

TICKET  
0004



1. Client

2. BS Lead

3. Problem Code

- |   |   |
|---|---|
| <input type="checkbox"/> 014 Blank          | <input type="checkbox"/> 404 Internal error |
| <input type="checkbox"/> 017 Blurry         | <input type="checkbox"/> 497 Jammed         |
| <input type="checkbox"/> 056 Too dark       | <input type="checkbox"/> 504 Panel Error    |
| <input type="checkbox"/> 098 Too light      | <input type="checkbox"/> 649 Grinding noise |
| <input type="checkbox"/> 103 Color off      | <input type="checkbox"/> 680 Strangely hot  |
| <input type="checkbox"/> 116 Gritty         | <input type="checkbox"/> 713 Weird glow     |
| <input type="checkbox"/> 148 Streaky        | <input type="checkbox"/> 800 Won't turn off |
| <input type="checkbox"/> 360 Accessory dmg. | <input type="checkbox"/> 801 Won't turn on  |
| <input type="checkbox"/> 399 Funny smell    | <input type="checkbox"/> 911 Shocks user    |

4. Resolved? ☐ Yes ☐ No

5. Client sign-off

*Thank You!*

TICKET  
0005



1. Client

2. BS Lead

3. Problem Code

- |   |   |
|---|---|
| <input type="checkbox"/> 014 Blank          | <input type="checkbox"/> 404 Internal error |
| <input type="checkbox"/> 017 Blurry         | <input type="checkbox"/> 497 Jammed         |
| <input type="checkbox"/> 056 Too dark       | <input type="checkbox"/> 504 Panel Error    |
| <input type="checkbox"/> 098 Too light      | <input type="checkbox"/> 649 Grinding noise |
| <input type="checkbox"/> 103 Color off      | <input type="checkbox"/> 680 Strangely hot  |
| <input type="checkbox"/> 116 Gritty         | <input type="checkbox"/> 713 Weird glow     |
| <input type="checkbox"/> 148 Streaky        | <input type="checkbox"/> 800 Won't turn off |
| <input type="checkbox"/> 360 Accessory dmg. | <input type="checkbox"/> 801 Won't turn on  |
| <input type="checkbox"/> 399 Funny smell    | <input type="checkbox"/> 911 Shocks user    |

4. Resolved? ☐ Yes ☐ No

5. Client sign-off

*Thank You!*

TICKET  
0006



1. Client

2. BS Lead

3. Problem Code

- |   |   |
|---|---|
| <input type="checkbox"/> 014 Blank          | <input type="checkbox"/> 404 Internal error |
| <input type="checkbox"/> 017 Blurry         | <input type="checkbox"/> 497 Jammed         |
| <input type="checkbox"/> 056 Too dark       | <input type="checkbox"/> 504 Panel Error    |
| <input type="checkbox"/> 098 Too light      | <input type="checkbox"/> 649 Grinding noise |
| <input type="checkbox"/> 103 Color off      | <input type="checkbox"/> 680 Strangely hot  |
| <input type="checkbox"/> 116 Gritty         | <input type="checkbox"/> 713 Weird glow     |
| <input type="checkbox"/> 148 Streaky        | <input type="checkbox"/> 800 Won't turn off |
| <input type="checkbox"/> 360 Accessory dmg. | <input type="checkbox"/> 801 Won't turn on  |
| <input type="checkbox"/> 399 Funny smell    | <input type="checkbox"/> 911 Shocks user    |

4. Resolved? ☐ Yes ☐ No

5. Client sign-off

*Thank You!*