

# Hearty

Complaint  
Handling

Agni S. Mayangsari

# Hearty Complaint Handling Indonesian Mayangsari

**Dr. Jasmin Ambas, SKM., M.Kes.,Dr.  
Ellys Rahman, S.Sos., M.Si,Dr. Dra. Sri  
Siswati, Apt. SH. M.Kes,Prof. Dr. Arifin  
Tahir, M.Si,Dr. Andi Nurzakiah Amin,  
M. Kes.,dr. Rudy Dwi Laksono, SpPD,  
M.Ked (PD), FINASIM, SH, MH, MARS,  
M.Psi.,Suhermi, SKM., MPH.,Dr.  
Kumoro Asto Lenggono, S.Kep.,  
M.Kep.,H. Jotlely, S.Sos, S.Kep.,  
M.Kes.,Mersy Dely Kainama, S.KM.,  
MARS,drg. Sahat Manampin Siahaan,  
M.MRS.**

## **Hearty Complaint Handling Indonesian Mayangsari:**

**Hearty Complaint Handling** Agni S. Mayangsari, 2016-02-05 Edukasi yang makin baik dan akses informasi yang makin mudah membuat customer lebih kritis Mereka semakin paham apa saja yang menjadi haknya 96% customer yang kecewa dengan perusahaan kita memilih untuk diam dan tidak mengajukan komplain Dan 91% di antara mereka memilih pindah ke kompetitor dan tak pernah kembali pada bisnis kita Artinya customer yang mau meluangkan waktu untuk menyampaikan komplain adalah customer yang memiliki iktikad baik untuk melanjutkan hubungan bisnis dengan kita Oleh karena itu kemampuan menangani komplain secara efektif merupakan hal yang sangat penting dan mendesak Pengabaian komplain hanya akan menyebabkan masalahnya menggelinding liar dan berpotensi menghancurkan Kesalahan dalam menangani komplain seperti sikap kurang peduli atau hanya terpaku pada aturan baku perusahaan akan membuat kita kehilangan customer itu untuk selamanya Masalahnya banyak orang takut menangani komplain Mereka tidak siap menahan sakit hati dimarahi dan tak punya pengetahuan cukup mengenai langkah efektif menangani komplain Ibarat diminta berperang mereka tak punya senjata Bunuh diri namanya Buku ini memberikan panduan mudah menangani komplain Memahami alasan komplain akan memudahkan Anda memilih cara tepat menanganinya Mengenali tipe customer dan cara mereka mengajukan komplain juga membuat Anda lebih siap secara mental dalam menanganinya Dengan demikian Anda punya kesempatan untuk mengubah complaint menjadi compliment

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