Handout #1:   
Turning a Challenge into an Opportunity

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| **SEVEN STEPS IN DEALING WITH AN UNHAPPY CUSTOMER** | **EXPLAIN: WHY IS THIS STEP IMPORTANT?** |
| 1. |  |
| 2. |  |
| 3. |  |
| 4. |  |
| 5. |  |
| 6. |  |
| 7. |  |

Other helpful notes: