

Sangam SKM College - Nadi

Solution - Week 1

Year 13

Office Technology

1. Differentiate between different types of customers.
  - **There are three types of customers that are regular customers, change customer and visiting customers. Regular customers are happy with your service package and like your corporate image and are the basis of your business and never take them for granted or you may lose them. On the other hand change customers (passing trade) is equally important to the business. Entered your business because they may have been attracted by your window display and your advertisement or you have been recommended by a regular customer and visiting customers are people from another town or state.**
  
2. List and explain the PAIR approved method.
  - Placate by listening, empathizing and responding with concern.**
  - Attend to the complaint.**
  - Investigate the circumstances and details of the incident.**
  - Resolve by deciding on the action to be taken, with the approval of the customer.**
  
3. List five types of conflict situations in an organization
  - Conflict between individuals**
  - Conflict between individuals and groups**
  - Conflict between individuals and the organization**
  - Conflict between groups in the same organization**
  - Conflict between organization**

THE END