

How to Deal With Trouble Tickets



When we finish a project and the customer is not pleased with the end results, we need to make all possible efforts to rectify the problem. Ask the customer about the problem, and also call the contractors to get another viewpoint. We need to understand what went wrong in the eyes of the customers, especially if there is the possibility of repeat business. Even without that possibility we want to leave the customer happy with their stone and our services. So do the research, get photos and testimonials about the source of the problem.

- **Be responsive and compassionate**
- **Get the facts, request photos, and ask the contractors about the problem.**
- **Get management involved, but give them a solution to approve, if possible.**

There will be some problems we cannot or will not be able to solve in the eyes of the customer. We cannot be held liable if the problem was beyond our control. For example, they insist we pay for the repairs of shoddy work of the mason. Sometimes the customer will be reasonable. Regardless of their attitude, always be polite, make every attempt to fix what is broken, but suggest they lay the liability where it belongs, if it isn't ours.

However, if the problem is one we are liable for, we should make every effort to resolve it.

- 1) Get special permission to make a concession to the customer from your management. Ask the customer for acceptable ideas, once you have the problem defined.
- 2) If the customer doesn't accept any of the solutions you can come up with, pass the trouble ticket on to the management and let them resolve the issue.