

# Facing and Dealing with “Difficult” Customer Skills Training

**Duration**  
1 Day (8 hours)

**Target Audience**

- All customer handling staff
- Duty Managers
- Duty supervisors

**Methodology**

- Classroom
- Discussion
- Experience sharing
- Case studies
- Role play

**Certificate Awarded**

- A Jardine Aviation Academy certificate is awarded upon successful completion of the course

It's a daily job to deal with "difficult" customer. To handle this smartly, we need to know how to communicate properly. Customer complaint does not necessary relate to “right or wrong”, but rather the matter of emotion and communication. When these could be dealt with diligently, the impact of complaint will be reduced.

## Objectives

Upon completion of the course, participants will:

- Understand the types and needs of difficult travelers
- Use positive communication skills to address customer requests and challenges
- Tips for Improving Self-Emotional Adjustment

## Course Outline

- Types and mindsets of difficult customers
- Customer and company business relationships
- Steps and tips for dealing difficult customers
- Handling taboos and correct attitudes dealing difficult customers
- Employee service attitude and emotional control
- Case handling drills and feedback



**Jardine Aviation Services**

### **Jardine Aviation Academy**

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课程期间  
1天(8小时)

## 课程对象

- 旅客服务员工
- 值班经理
- 值班督导员

## 教学方式

- 课堂培训
- 讨论
- 个案研究
- 演练
- 分享经验

## 获颁证书

学员顺利完成课程后，  
将获颁怡中航空培训学院  
培训证书

处理「困难」旅客是每天必须面对的工作，面对这样的状况，我们必须学习怎样沟通和妥善处理。旅客抱怨非系于「对错」，而是情绪与沟通的问题，如果能够妥善面对和处理「困难旅客」，就不会衍生后续的问题。

## 培训目标

学员完成课程后将能:

- 理解困难旅客的类型及需要
- 运用正面沟通技巧处理旅客的要求及挑战
- 提升自我情绪调适技巧

## 课程内容

- 困难旅客的类型和心态
- 旅客与公司业务关系
- 处理困难旅客的步骤与技巧
- 困难旅客的处理禁忌与正确态度
- 员工服务态度及情绪控制
- 个案处理演练及回馈



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