

## CHAPTER IV

### CONCLUSION

As a customer service staff at CV.Wijaya Prima Jaya I have difficulty in handling customers' complaints. The causes of my problem are I did not have the skill to handle complaints and I had a lack of information so I once mishandled the customer. Furthermore, the problem has some effects, namely my supervisor got angry and my customer became upset. Therefore, I have to find some potential solutions to solve my problem because the problem influences my working performance. I found three potential solutions that might solve my problem. First, the company should provide a training program for new employees before they start working. The second potential solution is I should show positive attitudes namely courtesy and respect to the customers. Third, I should try to get feedback from my supervisor.

After analyzing the three potential solutions, I think the best solution to the problem is combining them all. I choose to combine the solutions because all of the three solutions can be a step-by-step solution. Therefore, it will be more efficient to apply all the potential solutions that might solve the problem.

First the company should provide training either in house or outsource program before they start working. It is clear that the staff should be ready for working but before they are ready they have to get trained by the company to know what their duties are and how to do them. Second, I should show positive attitudes namely courtesy and respect to the customers. Being courteous and respectful will not be enough if I cannot offer a way out for the customers' complaints. Thus, training is needed to make a properly-informed when handling customers' complaints. Last but not least, I should get feedback from the supervisor to keep on improving my work performance. Having feedback will complete the two steps to make me become a good customer service staff.

At the end of the term paper, I would like to summarize that customer service staff have an important role for maintaining a company's reputation. Therefore, companies should prepare customer service staff as well as possible before they start working.