# **FLOWCHART**

#### Causes

- 1. The customer was from the Phillipines whose accent when speaking English was not clear for me.
- 2. This Filipino customer did not want to understand that the process of making fabrics needed some time.
- 3. I did not know the needs of this Filipino customer.

## **Potential Negative Effects**

1. There can be misunderstanding between me and the Filipino customer.

#### Problem

Difficulty in handling a Filipino customers who got angry at PT Sinar Continental from December 20th,2011 to February 15th, 2012.

## **Potential Solution I**

I find out the reasons why

the Filipino customer gets

angry.

#### **Effects**

- 1. I felt stressed.
- 2. I could not do other tasks.
- 3. I could not handle other customers.

#### **Potential Positive Effects**

- 1. I can give the best responses to him.
- 2. The customer is satisfied with the service that I give to him.

## **Potential Negative Effects**

- 1. I only learn Filipino accent and I still do not understand other accents.
- 2. The other foreign customers may not purchase fabrics from the company.
- 3. The company will lose its customers.

## **Potential Negative Effect**

The Filipino customer does not get what he wants exactly.

## Potential Solution II

I learn more about the Filipinos' accent when speaking English.

#### Potential Solution III

I offer other fabrics choices to this Filipino customer who gets angry.

## **Potential Positive Effects**

- 1. I can understand what this Filipino customer says better.
- 2. I can give an explanation to the Filipino customer's questions.
- 3. The Filipino customer feels happy with the service that I give to him.

## **Potential Positive Effect**

The good relationship between the Filipino customer and the company can be mantained.

## **Chosen Solution**

Combining all the potential solutions