Causes:
1. Front officer trainees’ lack of product knowledge; therefore, they cannot solve or handle the foreign customers’ complaints.
2. Front officer trainees are not really competent in English especially in listening.

Problem:
Front officer trainees cannot handle foreign customers’ complaints by phone in English.

Effects:
1. the foreign customers got angry.
2. Front officer trainees waste foreign customers’ time
3. Company would be bankrupt

Potential Solutions I:
Front officer trainees should individually improve their listening skill and speaking skill.

Potential Positive Effects:
1. Front officer trainees get improvement for their English skills.
2. Front officer trainees’ confidence get improvement.

Potential Negative Effects:
1. Front officer trainees must spend their money to buy audio tools.
2. It takes time to master the English listening skill and speaking skill.

Potential Solutions II:
Front officer trainees ask for some help from the supervisor.

Potential Positive Effects:
1. The supervisor as a full time coach can help front officer trainees all the time.
2. Foreign customers’ complaints can be quickly assisted.

Potential Negative Effects:
1. Front officer trainees waste the supervisor’s time.
2. Front officer trainees will be dependent on supervisor.

Potential Solutions III:
Front officer trainees are given a training on how to handle foreign customers’ complaints and improve their product knowledge.

Potential Positive Effects:
1. Front officer trainees will learn how to handle foreign customers’ complaints by phone and products knowledge.
2. Front officer trainees will be able to work by themselves without depend on supervisor.

Potential Negative Effects:
1. Training costs a lot of money.
2. Training uses front officer trainees’ free time.

My chosen solution is to give training to front officer trainees.