Causes
1. The customer was from the Philippines 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.

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

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

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

Potential Solution I
I find out the reasons why the Filipino customer gets angry.

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 Solution II
I learn more about the Filipinos’ accent when speaking English.

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 Negative Effect
The Filipino customer does not get what he wants exactly.

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

Potential Positive Effect
The good relationship between the Filipino customer and the company can be maintained.

Chosen Solution
Combining all the potential solutions.