**Service Etiquette – How Would You Respond?**

**Learning Goal: I will demonstrate my understanding of media etiquette by drafting my own response to real complaints.**

**In the space provided, write a response to the bad complaints. For best results, try to imagine that you are directly related to the complaint, either owner or employer. For best results, use the criteria discussed in class.**

**Elliot’s Auto Repair**

Owner is without doubt the most inconsiderate, rude and annoying human on earth. Not only does he act like he knows everything but he talks to you in a condescending tone like "i can't believe you didn't know that." Additionally he is rude to his employees. I witnessed this interaction while in the shop: Eliot talking on the phone. Employee comes to ask for a signature. Eliot starts screaming while on the phone: Do you see this thing in my hand. It's a phone. It means I'm talking to someone G\*\*D\*\*\* it". I will never return to this shop again. Simply despicable attitude towards customers and employees.

**Your Response:**

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I purchased a groupon a couple months ago and will say that yes, my oil change was done (took an eternity to complete both times) but the customer service is awful. I didn't come in looking for a best friend but I do expect some respect when I am paying for service. Extremely sarcastic and rude, if I hadn't have purchased the groupon, I wouldn't go back. A small spot like this you would expect to have a more personable experience, one that the team appreciates your business and he made me feel like I was an inconvenience. I can't stand sarcastic people, especially when I'm paying them for service. Hopefully he comes into my boxing gym one day and I can physically tell him how I appreciated his business with a nice left hook to the kisser.

**Your Response:**

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**Franks’ Roofing**

We hired Frank’s Roofing to re-shingle our house. What a disaster. First of all, the workers did not show up on the date they were supposed to arrive. This is time I had to take of work and did not get payed for. When they did finally show up THREE DAYS LATER, they rudely claimed they were not finished a previous job. I mean, you could call your client to let them know! The first day they made a terrible mess and destroyed my yard and left garbage in my neighbour’s yard. When I spoke to them, they assured me they would have everything picked up before they started putting the new shingles on. They did not securely attach the tarp to the bare roof so when it rained that night water destroyed several rooms in my house. When they returned the next day, they said that it was too wet for them to work. Two weeks later, the roof is finally finished, the neighbour’s yard has been cleaned up by myself, and the company is refusing to pay for the water damage inside the house.

**Your Response:**

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What stay?!?! The room was so disgusting we didn't even stay. Holes in the wall. Mold in the bathroom. Smelled horrible. Nothing like the picture on your website. Wanted to get out of there so bad we left and stood down the street and booked another hotel!!

Genuine Hotels.com guest review

*Response by Knights Inn Toronto*

Dear Traveller, We are sorry to hear about your not so great experience. We apologise for the inconvenience caused and appreciate your feedback , which will be used for future improvement. Regards, Management

**Can you respond any better than *Knights Inn*?**

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