

Describe different occasions when:

- 1) A customer has requested something which is more than your organisation can offer so you have had to say 'no' to their request.
- 2) A customer has asked for something which you cannot provide but have an alternative.
- 3) A customer is refused a product or service.

What was the occasion?	What did you do? How did you explain it to the customer?	What could happen if you agreed to meet the customer's requirement?
1)		
2)		
3)		

Signed..... Print Name..... Date.....