

Dealing with negative feedback

Correct Procedure

Handling

Put yourself in their shoes



Show them that you're listening



Take ownership of the problem



Resolving

Solve it myself

- Returns within a month and with the receipt.
- Customer wait times
- Unavailable items

Escalate

- Complaints against colleagues
- Returns outside 30 days or without a receipt
- Issues with store safety

Learning

Be open to criticism

Don't be defensive
Pause
Ask for clarification

Reflect

Set aside time
Look for valid points in the criticism
Ask for help!

Set personal targets

Create a plan with realistic, measurable goals
Ask for input from a supervisor