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Dealing With a Difficult Client

February 28, 2013 Contact Author Jay A. Shorr
March 2013 issue of *Skin Inc.* magazine

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You can please some of the people some of the time ... but not all of the people all of the time. Every business that provides a service will encounter a few disgruntled personalities along the way. It is impossible to please everyone, but certainly you want them to be extremely satisfied more often than not. Unfortunately, the remote few seem to spoil the day.

By understanding the issue and resolving complaints, you not only can keep clients after a difficult situation, but also make them advocates for your skin care facility.

Common complaints

Following are common complaints and ways they can be addressed.

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