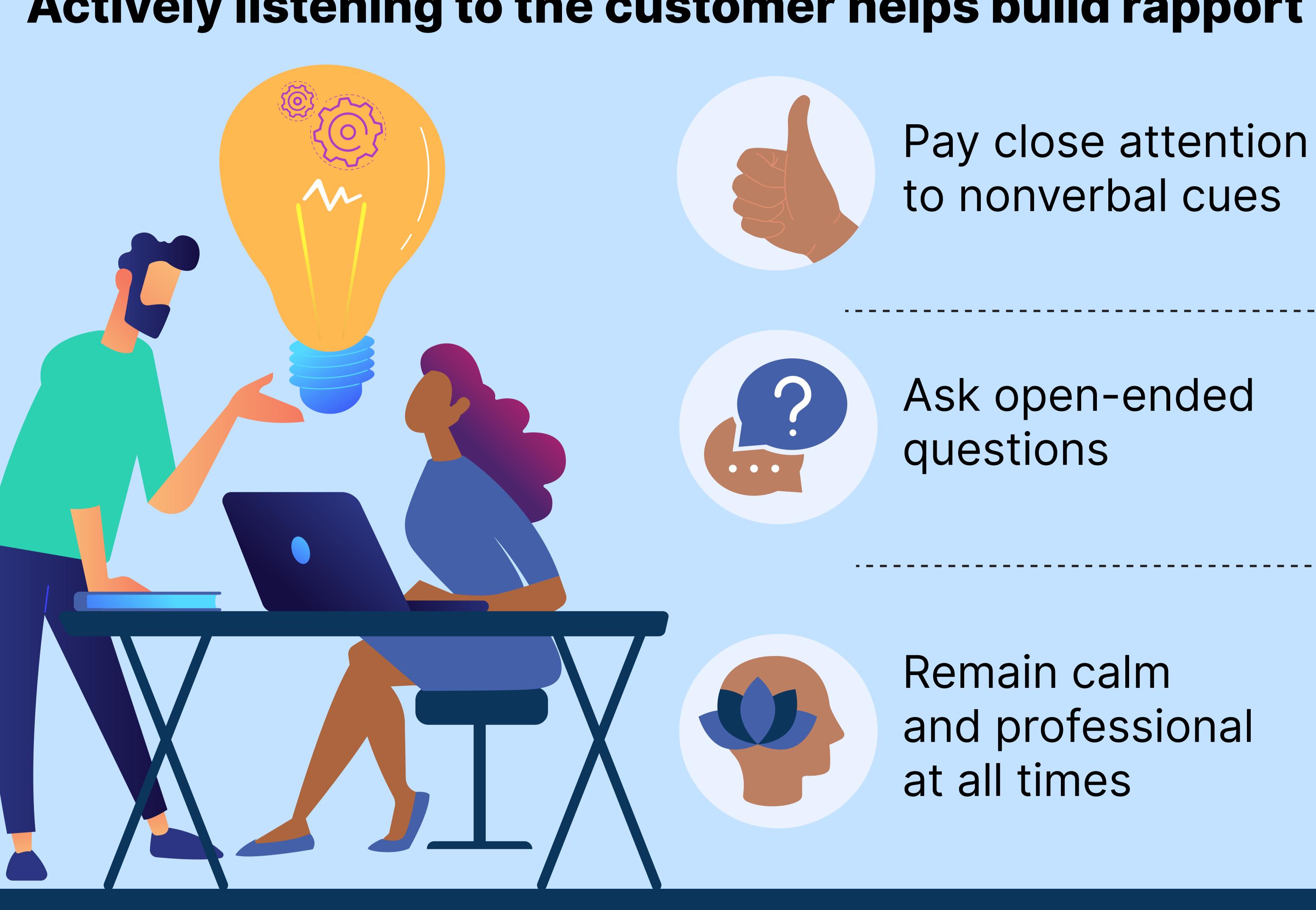


## Negotiation in Customer Service



## Actively listening to the customer helps build rapport





Try offering multiple solutions which are equivalent in value

