Exercise

# 18. Repeat the Solution

18. Rudy works at a day spa. A client approached him and said that he was not happy with the massage that he received. Rudy asked the client what would be a good solution moving forward. The client said that he wanted to book another massage for the following Tuesday at 1pm. What should Rudy do next?

Choose the correct option below and expand your answer with some relevant points.

a. “I don’t recommend that you come back for another massage. You may not like it again and then we’ll keep going and you will get a bunch of free massages. I’ll give you your money back and we’ll call it even.”

b. “Let me get the massage therapist and you can tell her why you did not like the massage. That way we can get her side of the story too and decide whose fault it was.”

c. Rudy should say to the customer, “To confirm, I am going to book you a massage for next Tuesday at 1pm, correct? Is that an excellent solution for you?”