Important! Download and save this fillable PDF on to your computer, and then complete the task using the PDF that you saved on your computer.

**Wrap‐up**

**Reflection**

In this chapter, you learned about steps or procedures for handling customer complaints. Refer to the reading and writing sections again. Then write a reflection of one short paragraph about the value of following such procedures to handle complaints or other issues at work.

Write your paragraph here:

**In the Workplace**

An Intermediate Integrated Skills Textbook



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