**Customer Etiquette – How to Deal with a Bad Review**

**Learning Goal: I will examine different ways to respond to bad reviews and develop diplomatic responses.**

**![Oh, you&rsquo;ll be back [MANIACAL LAUGH] &hellip; you&rsquo;ll be back [STROKES SILVER GOATEE]]()**Imagine you own the restaurant *Nizam of* India. With a partner, you will first discuss, after a 12 hour day at work, how you would like to respond followed by how you *should* respond. You will then write a properly formatted and diplomatic response following the format discussed. Be prepared to share with the class.

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