



CENTURION HOSPITALITY

Training | Workshop

COMPLAINTS AND PROBLEM SITUATIONS

- # AGGRESSIVE AND DIFFICULT CUSTOMERS
- # DISPUTE AND CONFLICT RESOLUTION
- # 70 POWERFUL RESOLUTION PHRASES

Training and workshop led by
DIDZIS GRAVITIS



COMPLAINTS AND PROBLEM SITUATIONS





1. ACTIONS TRIGGERING CUSTOMER AGGRESSION AND FRUSTRATION

→ Dozens of examples of often unintentional actions that intensify customers' negative emotions or even become their main cause

2. A SCENE FROM "TWO AND A HALF MEN"

→ A humorous example demonstrating how to better approach and calm almost anyone in a conflict situation

3. LISTENING AND EASING TENSION

→ Practical tips and examples on how to properly listen to customers and prevent escalation in the early stages of a difficult situation

4. THANKING AND SHOWING APPRECIATION

→ More than 10 approaches and ready-to-use phrases that help customers feel heard, important and valued

5. UNDERSTANDING, EMPATHY OR APOLOGY

→ More than 10 approaches and ready-to-use phrases that show our openness to finding a solution, while demonstrating that we take the customer's complaint or concern seriously and understand its importance

6. CLARIFYING AND TAKING CONTROL

- More than 20 approaches and ready-to-use phrases that help clarify the customer's message, confirm understanding and take control of the situation

7. SETTING BOUNDARIES WITH AGGRESSIVE CUSTOMERS

- More than 10 approaches and ready-to-use phrases that maintain a professional attitude towards customers while setting clear boundaries

8. PROVIDING A SOLUTION

- Approaches and phrases to avoid when handling difficult situations
- More than 10 opening phrases and tips for effective problem-solving

9. CLOSING THE SITUATION PROFESSIONALLY

- More than 10 approaches and ready-to-use phrases that help close a difficult situation professionally and leave the customer with more neutral emotions

10. IN-DEPTH PRACTICAL SESSION IN PAIRS OR TEAMS

- Real-life difficult situations within the company – practising the approaches learned and developing possible solutions
- Discussions on the proposed solutions and agreement on the most suitable approach for similar situations in the future

COMPLAINTS AND PROBLEM SITUATIONS

2 days / 10 h

***without practical session – 1 day / 5h**

1. Awareness of actions that can trigger negative customer reactions
2. The ability to calm customer emotions and stay professional
3. Dozens of phrases for spoken and written communication with different customers
4. Lower emotional stress and reduced risk of burnout in daily work

ATMOSPHERE



Light humour and an inspiring environment



Specially selected background music

ACTIVITIES



Brain games and physical exercises



Practical work in pairs and teams

APPROACH



Real-life examples



Participants' personal development plan

PROCESS



Optimal duration



Comfortable breaks

10:00
~
15:30

Most popular training schedule, including two short breaks, one 45-minute lunch break and a 30-minute time buffer at the end

6-14
participants

Recommended and maximum number of participants per group

- ▶ **The training content is customised to your company, industry and objectives**
- ▶ Every participant leaves with a personalised development plan for practical implementation of the learning
- ▶ A post-training debrief with management covers the trainer's observations and the participants' feedback
- ▶ Following the training, participants and management receive practical recommendations, defined responsibilities and suggested deadlines



Customer Service, Sales and
Problem-Solving Trainer

DIDZIS GRAVITIS

10+ years in training 12 industries

20+ years in customer service, sales and hospitality

7000+ trained and inspired professionals

Centurion Hospitality founder and lead trainer

- ★ Customer service and communication
- ★ Sales and upselling
- ★ Service excellence and hospitality
- ★ Complaints and difficult customers
- ★ Team building and employee motivation
- ★ Mystery shopping, shadowing and mentoring

I am often described as a strong motivator who drives visible improvements in communication within organisations – both internally and externally. The reason is simple – **team development and **outstanding customer experience** are what define my daily focus and professional mindset.**

- / My active lifestyle and experience across multiple industries have given me a significant advantage – I am able to approach customer service, sales and complaint management from three perspectives: through the eyes of customers, employees and management alike.*
- / I am frequently praised for my ability to adapt quickly to unfamiliar industries, organisations and teams. This comes from thinking strategically about each client's business and paying close attention to details, processes and nuances.*
- / In my free time, I'm passionate about motorsport, travelling, cycling and discovering new restaurants.*



EXPERIENCE IN COOPERATION WITH

 **accenture**

ad**o**ria

 AESTHETICA

 **agrobroker**
APDROŠINĀŠANA

airBaltic

 Anti-Aging Institute

 **avesco** 

bta
VIENNA INSURANCE GROUP


Dental Art

DRUVAS SALDĒJUMS
D
ANNO 1986

 **fizio**centrs

 HOKEJA
PASAULE

IKEA

Komfort
santehnika**ap**kure


L T R K

Luminor

MÁDARA
organic skincare

Moller Auto

OlyBet


PORSCHE

RIX Rīgas
lidosta

S|E|B

 **Stena Line**

 **STOCKMANN**

Tiango VIESMĪLĪBAS
UZŅĒMUMU
GRUPA

TILDE

URSUS
forwarding

VERDIKTS

 **VIATRIS**™

 **ziedu ekspresis**

Wolt

WHAT CLIENTS SAY



RIX Riga Airport

The customer service and problem-solving training led by Didzis Grāvītis was an excellent choice. His professional approach, positive energy and ability to engage the audience made the learning process both valuable and genuinely inspiring. Didzis successfully tailored the content to the specific nature of daily work at Riga Airport, offering practical examples and effective solutions to enhance customer service quality. We particularly value his ability to create an open, inclusive and safe learning environment in which every participant felt heard and actively involved. Following the training, we gained not only new knowledge but also a fresh perspective and renewed motivation to further strengthen our culture of service excellence. Thank you, Didzis, for a professional and inspiring experience. We highly recommend him as a top-level trainer to any organisation looking to raise its customer service standards to a new level. You are always welcome at Riga Airport!

AVIVA GAVARE

RIX Riga Airport, Airport Processes Training Manager



Training sessions with Didzis never disappoint and consistently offer fresh perspectives and approaches, which is why we were delighted to collaborate with him again. The training cycle consisted of three sessions, each focused on a key topic directly related to our daily work. Didzis carefully tailored every session to our specific needs, addressing our everyday challenges in detail and providing practical solutions well suited to the Accenture environment. We particularly appreciated the open and relaxed atmosphere, which encouraged active participation, questions and the sharing of experiences. Didzis also reminded us of principles we believed we already knew, yet helped us view them from a different perspective, making their application more effective and purposeful. Each session delivered concrete, practical insights that we can apply in our work to enhance both processes and team collaboration. A sincere thank you to Didzis for his professionalism, personalised approach and valuable expertise.

SINTIJA JUŠKA

Accenture, Customer Experience Lead

WHAT CLIENTS SAY



airBaltic

We highly value Didzis' professional expertise in "Problem-Solving" and his ability to present theory, which is supported by carefully chosen and practical examples. Conducting the training in English also highlighted Didzis' language skills, making his programmes perfectly suited for international teams. Considering airBaltic's existing training base in customer service, adapting the programme was not an easy task. However, Didzis approached it with great interest and flexibility, successfully tailoring both the content and examples to our needs and the specifics of the aviation industry. His approach is focused on practical application while maintaining the highest quality. Participants particularly highlighted Didzis' energy, engagement, and hands-on approach – the solutions offered were not only theoretically valuable but also immediately applicable in daily work. The training was concise and purposeful, and delivered tangible added value. Thank you for the productive and long-term cooperation over the past two years – we truly appreciate Didzis' contribution to airBaltic's growth!

DŽENETA UMALAS

airBaltic, Head of Inflight Service Standards



1. Mystery visit by the trainer as a customer



2. Team building, motivation and mindset



3. Shadowing and learning work specifics



4. Customer service, sales and complaint handling training



5. Mentoring and implementation of new skills



6. Communication standards and handbooks

10+

Years delivering training

300+

Training projects

12+

Industries among our clients

- › **Happy Customer**
- › **Successful Team**
- › **Growing Business**



More than 40 testimonials:

[Click here](#)



CENTURION HOSPITALITY

PROTECT VALUABLE ASSETS – YOUR TEAM AND REPUTATION!

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Taxpayer rating – **A**

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