

CUSTOMER DISSATISFIERS

PRODUCT

Poor quality
Do not have advertised product
Unpriced merchandise
Have things on sale but shelf is empty
Cold food at restaurants
Never having the items you go in for
Merchandise that is not in sale condition
Outrageous prices – without the service to go with it

ENVIRONMENT/SYSTEMS

Seating for customers waiting
Clean silverware / glassware / dishware (No lipstick marks)
Loud music
Inappropriate lighting
Voice mail / no personal contact
Not having a table cleared of dirty dishes
Smoke / odors
Unstocked shelves
Neglected plants
Handprints on doors and windows
Dust /cobwebs
No clear prices
Dirty
Difficult refund policies
Overcrowded store
Dirty grounds
Location
Dirty carpets
Parking
Dirty floors
Loud music (distraction)
Unclear signage (sales)
Really cold air conditioning
Elevator music
Computer problems delay transaction
Difficulty with returns and exchanges

SERVICE

No call back after message is left
Not having what you want
Personal conversations
Lack of or no service
No respect
Poor grooming
Lack of staff
Poor service
Language
No support services
Doesn't know the products
No one to wait on you
Long lines: when there are registers to be open
Too many people want your sale
People closing before "closing" time
Not being able to find an employee
Lack of eye contact
Chewing gum
Sloppiness
Being lied to
Given a hard time while returning a product
Do not acknowledge you
Employees are talking to someone else while you wait.
Rude employees / finger pointing
Having to search out an item that should be where I think it is
"This isn't my department"
Not getting "product" the way you wanted it.
Understaffed
Uncaring about problems
Lack of "empowered" employees and/or management
Having to explain problems more than once
Indifference

Unanswered questions
Unprofessional dress
Trying too hard to sell the product
A grouchy employee
Being charged more than value of product
Lack of attention to customer/detail
Incompetence
Slow service
Over-eager sales people
Employees who act fake
Employees that finish your sentences
Servers paying more attention to someone they perceive as a big tipper
People who answer the phone instead of dealing with face-to-face customer
Being treated like a tourist if you are local
Being treated like a dumb girl
Sales people having long conversation with the person in front of you
People that don't know about their business
Expressing personal problems
People that don't follow-up
Being treated like a child
Clock-watchers
Being mischarged
Disorganized
Waiting for service / inconvenience
Employees talking on the phone with friends
Being rushed
Disruptions in shopping / dining experience
Management disciplining employees in public eye
Inappropriate clothing / tattoos / piercings
Strong body odor / perfumes
Sick / ill employees
Being ignored
Being too personal

"don't know"
"Why do feel we owe you _____?"
Disrespectful!
No smiles :)
Bad attitude of employee
Employees talking – not paying attention
Slow or rude service – make feel like a burden
No eye contact / please / or thank-you / or greeting
Disinterest, make you feel like you are interrupting
Over-enthusiastic – seems fake
Put on hold
People on cell phones
Given bad or wrong directions – not given confident directions
Inexperience
Waitress not coming back to a table
Broken promises
Follow you through the store after you've told them that you don't need any help
Oversell / obnoxious
Gossip
Can't count change
Not being able to find someone to help you
Not receiving your full order
Poor grammar