

HandMadeChat

2012-08-10 to 2012-08-10
344 Twitter search results

17 contributors
162 retweets 29 @replies 0 links

Time	User	Tweet
2012-08-10 12:00 am	YouScentMe	Yea Angela! Glad you're here! Glad EVERYONE is here!n # handmadechat
2012-08-10 12:00 am	calisesoapworks	Hello! # handmadechat n # HandmadeChat
2012-08-10 12:00 am	PenAndInkSpot	RT @donna ROSA : Hi everyone (Hello Donna! Good to see you!) # handmadechat
2012-08-10 12:00 am	NatGoodSoaps	@youscentme you made it just in time!! # handmadechat
2012-08-10 12:00 am	NatGoodSoaps	RT @donna ROSA : Hi everyone # handmadechat HI DONNA!
2012-08-10 12:00 am	INDIEbusiness	Welcome to # HandmadeChat , a weekly Twitter talk show to help you make and sell your handmade products. # HandmadeChat
2012-08-10 12:00 am	INDIEbusiness	I'm your host, Donna Maria, founder & CEO of Indie Beauty Network, and entrepreneur's mentor and coach. # HandmadeChat
2012-08-10 12:00 am	NatGoodSoaps	@alegnasoap Glad you are hear Angela!! # handmadechat
2012-08-10 12:01 am	Julie Wylie	Good evening ladies # HandmadeChat
2012-08-10 12:01 am	INDIEbusiness	IBN offers coaching, training, products liability insurance for #handmade entrepreneurs. Join today at http://t.co/x3Oayncx # HandmadeChat
2012-08-10 12:01 am	NatGoodSoaps	RT @indiebusiness : Welcome to # HandmadeChat , a weekly Twitter talk show to help you make and sell your handmade products. # HandmadeChat
2012-08-10 12:01 am	INDIEbusiness	Tonight's featured sponsor is @brambleberry , soapmaking supplies and how-to #soap ideas # HandmadeChat
2012-08-10 12:01 am	INDIEbusiness	Please welcome my # HandmadeChat Team: @natgoodsoaps @bubsandscrubs @soapcoach # HandmadeChat
2012-08-10 12:01 am	INDIEbusiness	Special welcome to Lauren, new customer service smile at @indieassist . Lydia is focusing more on IBN's new website! Hi Lauren! # HandmadeChat
2012-08-10 12:02 am	INDIEbusiness	Our facilitator tonight is @penandinkspot , Mary's new Twitter handle! # HandmadeChat
2012-08-10 12:02 am	PenAndInkSpot	Hello! I am glad to be here tonight. We have all dealt with an unhappy customer time or two?! This is going to be great chat. # handmadechat
2012-08-10 12:02 am	INDIEassist	Good evening everyone! Logging in from a rainy North Carolina mountainside :) # HandmadeChat
2012-08-10 12:02 am	alegnasoap	RT @INDIEbusiness : Please welcome my # HandmadeChat Team: @natgoodsoaps @bubsandscrubs @soapcoach Love the team! # HandmadeChat
2012-08-10 12:02 am	INDIEbusiness	Our topic is "How to handle difficult customers." We're all in this together. Let's go, @penandinkspot ! # HandmadeChat
2012-08-10 12:02 am	PenAndInkSpot	Unhappy customers can be turned into positive situations, a plus for

2012-08-10 12:03 am [INDIEassist](#) your #smallbiz & for wisdom gained. **#handmadechat**

2012-08-10 12:03 am [PenAndInkSpot](#) RT [@INDIEbusiness](#): Please welcome my **#HandmadeChat** Team: [@natgoodsoaps](#) [@bubsandscrubs](#) [@soapcoach](#) **#HandmadeChat**

2012-08-10 12:03 am [YouScentMe](#) Q1 HOW DO YOU HANDLE IT WHEN A CUSTOMER COMPLAINS ABOUT YOUR PRODUCT OR SERVICE?
#handmadechat

2012-08-10 12:03 am [INDIEbusiness](#) RT [@INDIEbusiness](#): Please welcome my **#HandmadeChat** Team: [@natgoodsoaps](#) [@bubsandscrubs](#) [@soapcoach](#) (Waving. Hi Ladies!) **#handmadechat**

2012-08-10 12:03 am [INDIEbusiness](#) RT [@PenAndInkSpot](#): Q1 HOW DO YOU HANDLE IT WHEN A CUSTOMER COMPLAINS ABOUT YOUR PRODUCT OR SERVICE? **#HandmadeChat**

2012-08-10 12:04 am [PenAndInkSpot](#) A1a Listen to your cust! Communicate ASAP that you are sorry for their discomfort & are looking into the situation. **#handmadechat**

2012-08-10 12:04 am [NatGoodSoaps](#) RT [@indiebusiness](#): Tonight's featured sponsor is [@brambleberry](#), soapmaking supplies and how-to #soap ideas **#HandmadeChat**

2012-08-10 12:04 am [calisesoapworks](#) THANK YOU BB!

2012-08-10 12:04 am [alengnasoap](#) RT [@PenAndInkSpot](#): Unhappy customers can be turned into positive situations, a plus for your #smallbiz & for wisdom gained. **#HandmadeChat**

2012-08-10 12:04 am [PenAndInkSpot](#) Q1 respond quickly **#HandmadeChat**

2012-08-10 12:04 am [PenAndInkSpot](#) RT [@INDIEassist](#): RT [@INDIEbusiness](#): Please welcome my **#HandmadeChat** Team: [@natgoodsoaps](#) [@bubsandscrubs](#) [@soapcoach](#) **#handmadechat**

2012-08-10 12:04 am [NatGoodSoaps](#) RT [@indiebusiness](#): Please welcome my **#HandmadeChat** Team: [@NatGoodSoaps](#) [@bubsandscrubs](#) [@SoapCoach](#) **#HandmadeChat**

2012-08-10 12:04 am [PenAndInkSpot](#) A1b Analyze the situation. Keep your cool. **#handmadechat**

2012-08-10 12:04 am [NatGoodSoaps](#) Hi Everyone..Glad to be here again!! Wonderful chat tonight **#handmadechat**

2012-08-10 12:04 am [PenAndInkSpot](#) RT [@alengnasoap](#): Q1 respond quickly (I agree!) **#handmadechat**

2012-08-10 12:05 am [PenAndInkSpot](#) A1c Did you falter in customer service? Did the customer receive the product that they paid for (as described)? **#handmadechat**

2012-08-10 12:05 am [PenAndInkSpot](#) RT [@NatGoodSoaps](#): Hi Everyone..Glad to be here again!! Wonderful chat tonight **#handmadechat**

2012-08-10 12:05 am [NatGoodSoaps](#) [@indiebusiness](#) Hi Lauren!!! [@INDIEassist](#) **#handmadechat**

2012-08-10 12:05 am [donnaderos](#) RT [@PenAndInkSpot](#): Q1 HOW DO YOU HANDLE IT WHEN A CUSTOMER COMPLAINS ABOUT YOUR PRODUCT OR SERVICE? **#handmadechat**

2012-08-10 12:05 am [NatGoodSoaps](#) RT [@indiebusiness](#): Our topic is "How to handle difficult customers." We're all in this together. Let's go, [@PenAndInkSpot!](#) **#HandmadeChat**

2012-08-10 12:05 am [INDIEassist](#) Q1 I definitely try to put myself in the customers/clients shoes. **#HandmadeChat**

2012-08-10 12:05 am [smellgoodslady](#) RT [@NatGoodSoaps](#): RT [@indiebusiness](#): Tonight's featured sponsor is [@brambleberry](#), soapmaking supplies and how-to #soap ideas **#HandmadeChat** THANK YOU BB!

2012-08-10 12:05 am [NatGoodSoaps](#) RT [@penandinkspot](#): Unhappy customers can be turned into positive situations, a plus for your #smallbiz & for wisdom gained. **#handmadechat**

2012-08-10 12:06 am [PenAndInkSpot](#) A1d Do you need to change your policy or procedure? (You will become steadfast in this.) **#handmadechat**

2012-08-10 12:06 am [INDIEbusiness](#) A1 The first thing I do is switch my mind off to everything else and ask why they are unhappy and make up my mind to listen. #
HandmadeChat

2012-08-10 12:06 am [calisesoapworks](#) RT [@indiebusiness](#): Tonights featured sponsor is [@brambleberry](#), soapmaking supplies and how-to #soap ideas THANK YOU BB! #
HandmadeChat

2012-08-10 12:06 am [INDIEbusiness](#) A2 I have learned not to try to make suggestions to "fix" the problem until after the customer knows s/he has been *heard.* #
HandmadeChat

2012-08-10 12:06 am [PenAndInkSpot](#) RT [@INDIEassist](#): Q1 I definitely try to put myself in the customers/clients shoes. (Yes, with a clear mindset.) #
handmadechat

2012-08-10 12:06 am [NatGoodSoaps](#) Q1 we are all customers so we should treat ours as we want to be treated #**handmadechat**

2012-08-10 12:06 am [PenAndInkSpot](#) A1e Determine what (if anything) you can do to remedy the customer's unhappiness.n #**handmadechat**

2012-08-10 12:07 am [BrooklynBath](#) RT [@NatGoodSoaps](#): Q1 we are all customers so we should treat ours as we want to be treated #**handmadechat**

2012-08-10 12:07 am [OdacremCoffee](#) RT [@alegnasoap](#): RT [@INDIEbusiness](#): Please welcome my #
HandmadeChat Team: [@NatGoodSoaps](#) [@bubsandscrubs](#) [@SoapCoach](#) Love the team!...

2012-08-10 12:07 am [PenAndInkSpot](#) RT [@BrooklynBath](#): RT [@NatGoodSoaps](#): Q1 we are all customers so we should treat ours as we want to be treated #**handmadechat**

2012-08-10 12:07 am [INDIEbusiness](#) RT [@penandinkspot](#): Unhappy customers can be turned into positive situations, a plus for your #smallbiz & for wisdom gained. #
HandmadeChat

2012-08-10 12:07 am [PenAndInkSpot](#) A1f Be honest. Customers can sniff out dishonesty and excuses! #
handmadechat

2012-08-10 12:08 am [alegnasoap](#) RT [@BrooklynBath](#): RT [@NatGoodSoaps](#): Q1 we are all customers so we should treat ours as we want to be treated Great point #
HandmadeChat

2012-08-10 12:08 am [PenAndInkSpot](#) A1g Apologize where needed and offer to correct the situation. #
handmadechat

2012-08-10 12:08 am [INDIEbusiness](#) Tip - For answers to questions, use the A, not the Q. Q is for questions. A is for answers :) #**HandmadeChat**

2012-08-10 12:08 am [donnaderos](#) A1 After I clear up the problem I review my policies to make sure they are written clearly. #**handmadechat**

2012-08-10 12:08 am [BrooklynBath](#) When I have a customer who is not happy I like to give them a choice to mend the situation #**handmadechat**

2012-08-10 12:08 am [NatGoodSoaps](#) [@odacremcoffee](#) Welcome to #**Handmadechat**!!!

2012-08-10 12:08 am [smellgoodslady](#) Q1 I listen. Acknowledge that I understand. Correct what I can. Make note of how to do better. #**handmadechat**

2012-08-10 12:08 am [calisesoapworks](#) [@INDIEbusiness](#) Being heard is huge and sometimes easily forgotten because we get so caught up in the "fixing" part. A2 reply #
HandmadeChat

2012-08-10 12:08 am [smellgoodslady](#) RT [@NatGoodSoaps](#): RT [@penandinkspot](#): Unhappy customers can be turned into positive situations, a plus for your #smallbiz & for wisdom gained. #**handmadechat**

2012-08-10 12:08 am [PenAndInkSpot](#) RT [@alegnasoap](#) [@BrooklynBath](#) [@NatGoodSoaps](#) we are all customers so we should treat ours as we want to be treated Great

2012-08-10 12:08 am [INDIEbusiness](#) [@PenAndInkSpot](#) Love your point about apologizing, followed by action that shows you are really sorry. #HandmadeChat

2012-08-10 12:08 am [PenAndInkSpot](#) A1h Update policies & procedures. Announce via blog post or newsletter if appropriate. Do not point out the cust.n #handmadechat

2012-08-10 12:09 am [INDIEassist](#) RT [@INDIEbusiness](#): Tip - For answers to questions, use the A, not the Q. Q is for questions. A is for answers <Great reminder! #HandmadeChat

2012-08-10 12:09 am [NatGoodSoaps](#) [@indiebusiness](#) I did it again..I am sorry. #handmadechat

2012-08-10 12:09 am [NatGoodSoaps](#) RT [@penandinkspot](#): A1f Be honest. Customers can sniff out dishonesty and excuses! #handmadechat

2012-08-10 12:09 am [alegnasoap](#) RT [@INDIEbusiness](#): Tip - For answers to questions, use the A, not the Q. Q is for questions. A is for answers :) Thanks! #HandmadeChat

2012-08-10 12:09 am [PenAndInkSpot](#) RT [@smellgoodslady](#): Q1 I listen. Acknowledge that I understand. Correct what I can. Make note of how to do better. #handmadechat

2012-08-10 12:09 am [PenAndInkSpot](#) RT [@BrooklynBath](#): When I have a customer who is not happy I like to give them a choice to mend the situation #handmadechat

2012-08-10 12:09 am [NatGoodSoaps](#) [@PenAndInkSpot](#) how often should we re-evaluate our policies? #handmadechat

2012-08-10 12:09 am [bubsandscrubs](#) RT [@BrooklynBath](#): When I have a customer who is not happy I like to give them a choice to mend the situation #handmadechat

2012-08-10 12:10 am [donnaderos](#) A1 We all know how frustrating it is to encounter bad cust service #handmadechat

2012-08-10 12:10 am [INDIEbusiness](#) [@PenAndInkSpot](#) Quick question: Do you apologize when you are not in the wrong? If not, what do you do? #HandmadeChat

2012-08-10 12:10 am [calisesoapworks](#) [@INDIEbusiness](#) You could say, "I'm sorry you're feeling this way."n #HandmadeChat

2012-08-10 12:11 am [NatGoodSoaps](#) RT [@indiebusiness](#): [@PenAndInkSpot](#) Quick question: Do you apologize when you are not in the wrong? If not, what do you do? #HandmadeChat

2012-08-10 12:11 am [PenAndInkSpot](#) [@INDIEbusiness](#) I first apologize,"I am sorry you are unhappy." But do not apologize for error - do your research first. #handmadechat

2012-08-10 12:11 am [INDIEbusiness](#) [@NatGoodSoaps](#) Evaluating policies happens every day, organically. It's not something I sit down and do. #HandmadeChat

2012-08-10 12:12 am [NatGoodSoaps](#) A1 I always comment on customer service when I shop so I learn from what I see and don't like #Handmadechat

2012-08-10 12:12 am [INDIEbusiness](#) RT [@calisesoapworks](#) [@INDIEbusiness](#) You could say, "I'm sorry you're feeling this way." #HandmadeChat // Good point.

2012-08-10 12:13 am [PenAndInkSpot](#) RT [@NatGoodSoaps](#): A1 I always comment on customer service when I shop so I learn from what I see and dont like #handmadechat

2012-08-10 12:13 am [smellgoodslady](#) RT [@INDIEbusiness](#): [@NatGoodSoaps](#) Evaluating policies happens every day, organically. It's not something I sit down and do. #HandmadeChat

2012-08-10 12:13 am [INDIEbusiness](#) A3 Can say, "Sorry you're not happy, what would make you feel better? If I can do it, I will. If not, I'll let you know that." #HandmadeChat

2012-08-10 12:14 am [PenAndInkSpot](#) Q2 DO YOU LIVE BY THE MANTRA THAT, "THE CUSTOMER IS ALWAYS RIGHT?" WHY OR WHY NOT?n #handmadechat

2012-08-10 12:14 am [INDIEbusiness](#) Sorry, we are still on A1. Grrr. **#HandmadeChat**

2012-08-10 12:15 am [INDIEbusiness](#) RT [@PenAndInkSpot](#): Q2 DO YOU LIVE BY THE MANTRA THAT, "THE CUSTOMER IS ALWAYS RIGHT?" WHY OR WHY NOT? #
HandmadeChat

2012-08-10 12:15 am [NatGoodSoaps](#) RT [@penandinkspot](#): Q2 DO YOU LIVE BY THE MANTRA THAT, "THE CUSTOMER IS ALWAYS RIGHT?" WHY OR WHY NOT?n #
handmadechat

2012-08-10 12:15 am [PenAndInkSpot](#) A2a No. Some customers are simply hard to please, or impossible to please.n #**handmadechat**

2012-08-10 12:16 am [donnaderos](#) A2 They are not always right. But they always think they are right, so I'm always polite. #**handmadechat**

2012-08-10 12:16 am [PenAndInkSpot](#) A2b It is up to you as a #smallbiz owner to determine if complaints are a one-time occurrence, or if preventable. #**handmadechat**

2012-08-10 12:16 am [bubsandscrubs](#) A2: I'm all about putting the customer experience 1st but not every customer is right. In fact, I've "fired" a few. #**handmadechat**

2012-08-10 12:16 am [NatGoodSoaps](#) A2: You always know when you have a customer that abuses that "customer is always right" policy. #**handmadechat**

2012-08-10 12:16 am [INDIEassist](#) A2 That is a GREAT question!! #**HandmadeChat**

2012-08-10 12:16 am [NatGoodSoaps](#) RT [@natgoodsoaps](#): A2 I know this is a standard customer service policy but it can be questionable. #**handmadechat**

2012-08-10 12:16 am [alegnasoap](#) RT [@donnaderos](#): A2 They are not always right. But they always think they are right, so I'm always polite. Polite is important #
HandmadeChat

2012-08-10 12:17 am [NatGoodSoaps](#) RT [@donnaderos](#): A2 They are not always right. But they always think they are right, so I'm always polite. #**handmadechat**

2012-08-10 12:17 am [INDIEbusiness](#) A2a I don't live by "Cust is always right." Live by, "Cust always deserves to be heard, treated fairly." #**HandmadeChat**

2012-08-10 12:17 am [smellgoodslady](#) RT [@bubsandscrubs](#): A2: I'm all about putting the customer experience 1st but not every customer is right. In fact, I've "fired" a few. #**handmadechat**

2012-08-10 12:17 am [smellgoodslady](#) RT [@NatGoodSoaps](#): A2: You always know when you have a customer that abuses that "customer is always right" policy. #
handmadechat

2012-08-10 12:17 am [PenAndInkSpot](#) A2c Realize that you cannot resolve every problem or situation. #
handmadechat

2012-08-10 12:17 am [alegnasoap](#) A2 goes back to treat customers how you want to be treated #
HandmadeChat

2012-08-10 12:17 am [BrooklynBath](#) RT [@PenAndInkSpot](#): A2c Realize that you cannot resolve every problem or situation. #**handmadechat**

2012-08-10 12:18 am [INDIEassist](#) A2a That is a great point [@IndieBusiness](#). Treat your customer as you would want to be treated. #**HandmadeChat**

2012-08-10 12:18 am [INDIEbusiness](#) Love the point about "polite is important." Very good to remember. Manners cost us nothing, get us far. [@alegnasoap](#) #**HandmadeChat**

2012-08-10 12:18 am [PenAndInkSpot](#) RT [@alegnasoap](#) [@donnaderos](#): A2 They are not always right. But they always think they are, so I'm polite. Polite is important #
handmadechat

2012-08-10 12:18 am [PenAndInkSpot](#) RT [@alegnasoap](#): A2 goes back to treat customers how you want to be treated #**handmadechat**

2012-08-10 12:18 am [smellgoodslady](#) RT [@alegnasoap](#): A2 goes back to treat customers how you want to be treated #**HandmadeChat**

2012-08-10 12:19 am [PenAndInkSpot](#) A2d Never allow yourself to jump to self-defense, always analyze, always work quickly to resolve.n #**handmadechat**

2012-08-10 12:19 am [calisesoapworks](#) What goes around comes around...RT [@alegnasoap](#): A2 goes back to treat customers how you want to be treated #**HandmadeChat**

2012-08-10 12:19 am [NatGoodSoaps](#) RT [@penandinkspot](#): A2d Never allow yourself to jump to self-defense, always analyze, always work quickly to resolve.n #**handmadechat**

2012-08-10 12:20 am [PenAndInkSpot](#) RT [@smellgoodslady](#): RT [@alegnasoap](#): A2 goes back to treat customers how you want to be treated #**handmadechat**

2012-08-10 12:20 am [NatGoodSoaps](#) A2d take a minute to breath before responding to a phone call or email #**handmadechat**

2012-08-10 12:20 am [PenAndInkSpot](#) A2e Apologize for unhappiness, but do not apologize for mistakes that you have not made (poor service or product).n #**handmadechat**

2012-08-10 12:21 am [bubsandscrubs](#) RT [@penandinkspot](#): A2d Never allow yourself to jump to self-defense, always analyze, always work quickly to resolve. #**handmadechat**

2012-08-10 12:21 am [INDIEbusiness](#) Once, I mistakenly sent email with all cc and no bcc. Customer called me idiot. I apologized for error, smiled, fired customer #**HandmadeChat**

2012-08-10 12:21 am [PenAndInkSpot](#) RT [@NatGoodSoaps](#): A2d take a minute to breath before responding to a phone call or email #**handmadechat**

2012-08-10 12:22 am [smellgoodslady](#) Yes! RT [@penandinkspot](#): A2d Never allow yourself to jump to self-defense, always analyze, always work quickly to resolve.n #**handmadechat**

2012-08-10 12:22 am [PenAndInkSpot](#) A2f If you are unable to please cust – outline your policy, state what they recvd was in line w/good svc or product... #**handmadechat**

2012-08-10 12:22 am [AstridaNaturals](#) Coming in a little late to the #**handmadechat**

2012-08-10 12:23 am [INDIEassist](#) Welcome back [@AstridaNaturals](#)! #**HandmadeChat**

2012-08-10 12:23 am [INDIEbusiness](#) Welcome! --> RT [@AstridaNaturals](#): Coming in a little late to the #**HandmadeChat**

2012-08-10 12:23 am [smellgoodslady](#) Or more. ;o) “@NatGoodSoaps: A2d take a minute to breath before responding to a phone call or email #**handmadechat**”

2012-08-10 12:24 am [PenAndInkSpot](#) A2g Then, throw the question back to the (still) disgruntled customer, “What can I do to resolve this issue?” #**handmadechat**

2012-08-10 12:24 am [PenAndInkSpot](#) Q3 WHAT DO YOU DO WHEN CUSTOMERS MAKE NEGATIVE COMMENTS ON SOCIAL MEDIA? #**handmadechat**

2012-08-10 12:24 am [NatGoodSoaps](#) A2 I always send a PDF of my policy for classes with their invoice. #**handmadechat**

2012-08-10 12:25 am [NatGoodSoaps](#) RT [@astridanaturals](#): Coming in a little late to the #**handmadechat** *welcome*

2012-08-10 12:25 am [NatGoodSoaps](#) RT [@penandinkspot](#): Q3 WHAT DO YOU DO WHEN CUSTOMERS MAKE NEGATIVE COMMENTS ON SOCIAL MEDIA? #**handmadechat**

2012-08-10 12:25 am [PenAndInkSpot](#) RT [@NatGoodSoaps](#): A2 I always send a PDF of my policy for classes with their invoice. #**handmadechat**

2012-08-10 12:25 am [calisesoapworks](#) RT [@PenAndInkSpot](#): Q3 WHAT DO YOU DO WHEN CUSTOMERS MAKE NEGATIVE COMMENTS ON SOCIAL MEDIA? #**HandmadeChat**

2012-08-10 12:25 am [INDIEbusiness](#) RT [@PenAndInkSpot](#): Q3 WHAT DO YOU DO WHEN CUSTOMERS MAKE NEGATIVE COMMENTS ON SOCIAL MEDIA? #

2012-08-10 12:25 am [PenAndInkSpot](#) **HandmadeChat** A3a Do not immediately delete the customers complaints! Deletion looks dishonest (as if you were hiding something). #**handmadechat**

2012-08-10 12:25 am [bubsandscrubs](#) A2: Whatever the concern is; I am prompt & quick with a resolution; whether or not I agree. Scammers are another story. #**handmadechat**

2012-08-10 12:26 am [INDIEassist](#) A thought...what is the best way to respond to a customer? Phone? Email? Which gives the customer the best sense of security? #**HandmadeChat**

2012-08-10 12:26 am [PenAndInkSpot](#) A3b ASAP – post reply on social media site that you are reviewing the complaint. #**handmadechat**

2012-08-10 12:26 am [NatGoodSoaps](#) A3 I send bad juju their way!! I am just kidding!! #**handmadechat**

2012-08-10 12:26 am [INDIEbusiness](#) Agreed. Scammers are pond scum. [@bubsandscrubs](#) #**HandmadeChat**

2012-08-10 12:26 am [PenAndInkSpot](#) A3c Once resolved, post/state that you have resolved the situation & briefly state how you resolved it. #**handmadechat**

2012-08-10 12:27 am [NatGoodSoaps](#) RT [@penandinkspot](#): A3b ASAP – post reply on social media site that you are reviewing the complaint. #**handmadechat**

2012-08-10 12:27 am [alegnasoap](#) RT [@PenAndInkSpot](#): A3b ASAP – post reply on social media site that you are reviewing the complaint. #**HandmadeChat**

2012-08-10 12:27 am [INDIEbusiness](#) [@INDIEassist](#) I respond by email or phone, depends on what's most appropriate. If customer is Super Mad, I definitely call. #**HandmadeChat**

2012-08-10 12:27 am [NatGoodSoaps](#) A3 always remain professional in your response. Your customers will always support you. #**handmadechat**

2012-08-10 12:27 am [LiveLoveDew](#) [@INDIEassist](#) Phone! Email can always be taken different ways and you can't always tell someones tone. #**handmadechat**

2012-08-10 12:27 am [alegnasoap](#) RT [@NatGoodSoaps](#): A3 I send bad juju their way!! I am just kidding!! This is why I love you Melissa!! #**HandmadeChat**

2012-08-10 12:28 am [PenAndInkSpot](#) RT [@INDIEassist](#): I would prefer responding with phone call, more personal, with follow up if complaint posted to social media. #**handmadechat**

2012-08-10 12:28 am [AstridaNaturals](#) RT [@alegnasoap](#): RT [@PenAndInkSpot](#): A3b ASAP – post reply on social media site that you are reviewing the complaint. #**HandmadeChat**

2012-08-10 12:28 am [PenAndInkSpot](#) A3d Do not post too many public details (i.e. I sent two bars of soap to replace the one)...ppl might take advantage #**handmadechat**

2012-08-10 12:28 am [bubsandscrubs](#) LOL - you don't have any bad juju to send! RT [@NatGoodSoaps](#): A3 I send bad juju their way!! I am just kidding!! #**handmadechat**

2012-08-10 12:28 am [NatGoodSoaps](#) A3 emails are last resort, sometimes it can get too lengthy and out of control #**handmadechat**

2012-08-10 12:28 am [PenAndInkSpot](#) RT [@LiveLoveDew](#): [@INDIEassist](#) Phone! Email can always be taken different ways and you cant always tell someones tone. #**handmadechat**

2012-08-10 12:29 am [PenAndInkSpot](#) A3e Consider deleting complaints & negative social media posts when the customer is using foul/threatening language. n #**handmadechat**

2012-08-10 12:29 am [NatGoodSoaps](#) [@alegnasoap](#) It's a normal reaction right?? LOL #**handmadechat**

2012-08-10 12:29 am [PenAndInkSpot](#) A3f If you have done your best to resolve the situation but customer is still unhappy.... #**handmadechat**

2012-08-10 12:29 am [PenAndInkSpot](#) A3g Post reply on social media what you did as a resolve (comment that you are sorry that cust is still not happy). #**handmadechat**

2012-08-10 12:30 am [smellgoodslady](#) [@INDIEassist](#) I like the phone. Customer can hear my voice, and I theirs. I think, sometimes, tones are assumed in emails. #**handmadechat**

2012-08-10 12:30 am [alegnasoap](#) RT [@NatGoodSoaps](#): [@alegnasoap](#) Its a normal reaction right?? LOL Yup! LOL #**HandmadeChat**

2012-08-10 12:30 am [bubsandscrubs](#) A3: I prefer not to use social media; don't want to encourage inflammatory tweets - prefer they come directly to me #**handmadechat**

2012-08-10 12:30 am [NatGoodSoaps](#) [@bubsandscrubs](#) Awe..too sweet sugar!! #**handmadechat**

2012-08-10 12:30 am [smellgoodslady](#) [@NatGoodSoaps](#) Tisk Tisk. Bahaaa. #**handmadechat**

2012-08-10 12:30 am [AstridaNaturals](#) [@NatGoodSoaps](#) I think that if it gets to a point of lots of back and forth, a phone call is probably better! #**handmadechat**

2012-08-10 12:31 am [PenAndInkSpot](#) Q4 HOW DO YOU RESPOND WHEN CUSTOMERS TRY TO BARTER OR TRADE, AND IT'S NOT APPROPRIATE? #**handmadechat**

2012-08-10 12:31 am [LiveLoveDew](#) RT [@bubsandscrubs](#): A3: I prefer not to use social media; don't want to encourage inflammatory tweets - prefer they come directly to me #**handmadechat**

2012-08-10 12:31 am [AstridaNaturals](#) Generally, I prefer email. That way people can look at it in their own time. But you have to be really prompt with email. #**handmadechat**

2012-08-10 12:31 am [INDIEbusiness](#) [@AstridaNaturals](#) [@NatGoodSoaps](#) - phone would seem like it would take longer, but in my experience, it's most efficient. #**HandmadeChat**

2012-08-10 12:31 am [PenAndInkSpot](#) RT [@AstridaNaturals](#): [@NatGoodSoaps](#) I think that if it gets to a point of lots of back and forth, a phone call is better! #**handmadechat**

2012-08-10 12:31 am [bubsandscrubs](#) A4: A simple no thank you but I appreciate the offer. #**handmadechat**

2012-08-10 12:31 am [INDIEbusiness](#) RT [@PenAndInkSpot](#): Q4 HOW DO YOU RESPOND WHEN CUSTOMERS TRY TO BARTER OR TRADE, AND IT'S NOT APPROPRIATE? #**HandmadeChat**

2012-08-10 12:32 am [NatGoodSoaps](#) RT [@smellgoodslady](#): [@NatGoodSoaps](#) Tisk Tisk. Bahaaa. #**handmadechat** Hee Hee

2012-08-10 12:32 am [alegnasoap](#) A4 hasn't happened, I'm intrested in everyones answers #**HandmadeChat**

2012-08-10 12:32 am [PenAndInkSpot](#) A4a Bartering or trading is not a part of the structure of my business, so I clearly state the policy and stick to it. #**handmadechat**

2012-08-10 12:32 am [INDIEbusiness](#) RT [@bubsandscrubs](#): A4: A simple no thank you but I appreciate the offer. // Nice. #**HandmadeChat**

2012-08-10 12:32 am [alegnasoap](#) I like this RT [@bubsandscrubs](#): A4: A simple no thank you but I appreciate the offer. #**HandmadeChat**

2012-08-10 12:32 am [PenAndInkSpot](#) RT [@bubsandscrubs](#): A4: A simple no thank you but I appreciate the offer. #**handmadechat**

2012-08-10 12:32 am [NatGoodSoaps](#) A4 I get this a lot and I had to create a policy for that. #**handmadechat**

2012-08-10 12:33 am [PenAndInkSpot](#) RT [@alegnasoap](#): A4 hasnt happened, Im intrested in everyones answers (I have not done it either!) #**handmadechat**

2012-08-10 12:33 am [NatGoodSoaps](#) A4 I don't mind bartering or trading for services/products but not too much, it depends. #**handmadechat**

2012-08-10 12:33 am [smellgoodslady](#) A4 No, thank you. **#handmadechat**

2012-08-10 12:33 am [PenAndInkSpot](#) RT [@NatGoodSoaps](#): A4 I get this a lot and I had to create a policy for that. (Tell us about it) **#handmadechat**

2012-08-10 12:33 am [donnaderos](#) A4 I've only had that happen twice and both times it was a welcome trade. But if it's not, I politely say no. **#handmadechat**

2012-08-10 12:33 am [AstridaNaturals](#) A. Thank the customer for their interest but state that you are not trading at the moment. But I don't go into much detail **#handmadechat**

2012-08-10 12:34 am [PenAndInkSpot](#) RT [@INDIEbusiness](#): RT [@bubsandscrubs](#): A4: A simple no thank you but I appreciate the offer. // Nice. **#handmadechat**

2012-08-10 12:34 am [NatGoodSoaps](#) A4 I tell people that I don't offer a friends & family discount, especially if they are neither **#handmadechat**

2012-08-10 12:34 am [calisesoapworks](#) so true! RT [@smellgoodslady](#) [@INDIEassist](#) I like the phone. Customer can hear my voice, and I theirs. Tones r assumed in email. **#HandmadeChat**

2012-08-10 12:34 am [PenAndInkSpot](#) Q5 HOW DO YOU HANDLE IT WHEN CUSTOMERS TRY TO GET SOMETHING FOR NOTHING, GENERALLY? **#handmadechat**

2012-08-10 12:35 am [donnaderos](#) A4 I will not give out freebies though. And people always ask saying they want to review it for their blog. **#handmadechat**

2012-08-10 12:35 am [NatGoodSoaps](#) A4: I also make it clear that I don't make this a practice, it isn't a part of my practice. **#handmadechat**

2012-08-10 12:35 am [PenAndInkSpot](#) A5a Some customers do not understand the value of our time, nor our products. They take advantage. **#handmadechat**

2012-08-10 12:35 am [INDIEbusiness](#) RT [@PenAndInkSpot](#): Q5 HOW DO YOU HANDLE IT WHEN CUSTOMERS TRY TO GET SOMETHING FOR NOTHING, GENERALLY? **#HandmadeChat**

2012-08-10 12:35 am [PenAndInkSpot](#) RT [@donnaderos](#): A4 I will not give out freebies though. And people always ask saying they want to review it for their blog. **#handmadechat**

2012-08-10 12:36 am [donnaderos](#) A5 People ask for free stuff so often that I had to write it in my official policy section. **#handmadechat**

2012-08-10 12:36 am [NatGoodSoaps](#) RT [@donnaderos](#): A4 I will not give out freebies though. And people always ask saying they want to review it for their blog. **#handmadechat**

2012-08-10 12:36 am [PenAndInkSpot](#) RT [@NatGoodSoaps](#): A4: I also make it clear that I dont make this a practice, it isnt a part of my practice. (I like that.) **#handmadechat**

2012-08-10 12:36 am [NatGoodSoaps](#) RT [@penandinkspot](#): Q5 HOW DO YOU HANDLE IT WHEN CUSTOMERS TRY TO GET SOMETHING FOR NOTHING, GENERALLY? **#handmadechat**

2012-08-10 12:36 am [PenAndInkSpot](#) A5b State the policy, why we charge what we do, what the parameters are. I do not budge unless appropriate. **#handmadechat**

2012-08-10 12:36 am [NatGoodSoaps](#) Q5 I stopped participating in fundraisers unless I believe in the cause. I never made any sales out of products I donated. **#handmadechat**

2012-08-10 12:36 am [INDIEbusiness](#) RT [@PenAndInkSpot](#): A5b State policy, why we charge what we do, what the parameters are. I do not budge unless appropriate. **#HandmadeChat**

2012-08-10 12:37 am [AstridaNaturals](#) [@INDIEbusiness](#) [@PenAndInkSpot](#) Now that's a good question! **#handmadechat**

2012-08-10 12:37 am [INDIEbusiness](#) RT [@donnaderos](#): A5 People ask for free stuff so often that I had to write it in my official policy section. **#HandmadeChat**

2012-08-10 12:37 am [donnaderos](#) A5 And I always tell them that each purchase from my shop comes with a free sample. **#handmadechat**

2012-08-10 12:37 am [INDIEassist](#) RT [@donnaderos](#): A5 Had to write it in my official policy section. <Good idea. Make it clear from the get go. **#HandmadeChat**

2012-08-10 12:37 am [PenAndInkSpot](#) I published a blog post "why free is not free." It is good to have a category, library of sorts, on these types of issues. **#handmadechat**

2012-08-10 12:37 am [NatGoodSoaps](#) RT [@penandinkspot](#): A5b State the policy, why we charge what we do, what the parameters are. I do not budge unless appropriate. **#handmadechat**

2012-08-10 12:37 am [NatGoodSoaps](#) RT [@donnaderos](#): A5 And I always tell them that each purchase from my shop comes with a free sample. **#handmadechat**

2012-08-10 12:38 am [INDIEbusiness](#) Nice and easy --> RT [@donnaderos](#): A5 And I always tell them that each purchase from my shop comes with a free sample. **#HandmadeChat**

2012-08-10 12:38 am [INDIEassist](#) [@PenAndInkSpot](#) Do you have a link to this post Mary? **#HandmadeChat**

2012-08-10 12:38 am [PenAndInkSpot](#) Q6 HOW DO YOU HANDLE REFUND REQUESTS BECAUSE CUSTOMER CHANGED MIND, NOT BECAUSE PRODUCT IS DEFECTIVE?n **#handmadechat**

2012-08-10 12:38 am [LiveLoveDew](#) [@PenAndInkSpot](#) A5 this is my business, it's how I make a living, if u sign up 4 our newsletter we'll send u our specials. **#handmadechat**

2012-08-10 12:38 am [AstridaNaturals](#) A5. Sorry to say... I completely ignore these requests. **#handmadechat**

2012-08-10 12:38 am [PenAndInkSpot](#) A6a Again, this is where a written policy is important. Retail -post policy on your site. Wholesale-contract written policy. **#handmadechat**

2012-08-10 12:38 am [INDIEbusiness](#) RT [@PenAndInkSpot](#): Q6 HOW DO YOU HANDLE REFUND REQUESTS BECAUSE CUSTOMER CHANGED MIND, NOT BECAUSE PRODUCT IS DEFECTIVE? **#HandmadeChat**

2012-08-10 12:38 am [bubsandscrubs](#) A5: I advise them they can purchase a sample pack if they'd like to give us a try. It's a great value. **#handmadechat**

2012-08-10 12:39 am [NatGoodSoaps](#) A5 I am still waiting for someone to use their GC I donated from 3 months ago. It expires 8/31. Sent 2 emails reminding them **#Handmadechat**

2012-08-10 12:39 am [alegnasoap](#) I was just gonna ask! RT [@INDIEassist](#): [@PenAndInkSpot](#) Do you have a link to this post Mary? **#HandmadeChat**

2012-08-10 12:39 am [PenAndInkSpot](#) A6b Be open to hearing if a policy is confusing, however, in some cases customers are trying to get their way.n **#handmadechat**

2012-08-10 12:40 am [NatGoodSoaps](#) RT [@astridanaturals](#): A5. Sorry to say... I completely ignore these requests. **#handmadechat** (I ignore link exchanges & product reviews)

2012-08-10 12:40 am [INDIEbusiness](#) A6a I have said, "It sounds like you changed your mind, is that so? You know, you can tell me" **#HandmadeChat**

2012-08-10 12:40 am [NatGoodSoaps](#) RT [@penandinkspot](#): Q6 HOW DO YOU HANDLE REFUND REQUESTS BECAUSE CUSTOMER CHANGED MIND, NOT BECAUSE PRODUCT IS DEFECTIVE?n **#handmadechat**

2012-08-10 12:41 am [PenAndInkSpot](#) A6b Be open to hearing if a policy is confusing, however, in some cases customers are trying to get their way. **#handmadechat**

2012-08-10 12:41 am [NatGoodSoaps](#) A6 It is clear in my policy that my products aren't refundable but I am always open to work something out. -in a nutshell **#handmadechat**

2012-08-10 12:41 am [INDIEbusiness](#) RT [@PenAndInkSpot](#): A6b Be open to hearing if policy is confusing, however, in some cases customers are trying to get their way # **HandmadeChat**

2012-08-10 12:41 am [PenAndInkSpot](#) A6c I do not refund if the customer received exactly the product that they ordered. #**handmadechat**

2012-08-10 12:41 am [LiveLoveDew](#) [@PenAndInkSpot](#) A6 I haven't encountered this yet. I'd personally never try to return a skincare product, my gut says no # **handmadechat**

2012-08-10 12:42 am [smellgoodslady](#) A6 Refer them back to the refund policy. They are given the opp to read policies before checking out. #**handmadechat**

2012-08-10 12:42 am [donnaderososa](#) A6 It's not sanitary to accept exchanges in our biz if they changed their minds. If order was damaged or erroneous, then OK. # **handmadechat**

2012-08-10 12:42 am [NatGoodSoaps](#) [@handmadechat](#) [@PenAndInkSpot](#) Great Q&A tonight! # **handmadechat**

2012-08-10 12:42 am [INDIEassist](#) RT [@smellgoodslady](#): A6 Refer them back to the refund policy. They are given the opp to read policies before checking out. # **HandmadeChat**

2012-08-10 12:42 am [PenAndInkSpot](#) Q7 HOW HAS RISING TO THE CHALLENGE OF DIFFICULT CUSTOMERS MADE YOU A BETTER BUSINESS LEADER? # **handmadechat**

2012-08-10 12:43 am [NatGoodSoaps](#) RT [@penandinkspot](#): A6c I do not refund if the customer received exactly the product that they ordered. #**handmadechat** (perfect point!)

2012-08-10 12:43 am [smellgoodslady](#) A6 They are given 7 days to return unopened, unused product. # **handmadechat**

2012-08-10 12:43 am [LiveLoveDew](#) RT [@donnaderososa](#): A6 It's not sanitary to accept exchanges in our biz if they changed their minds. If order was damaged or erroneous, then OK. #**handmadechat**

2012-08-10 12:43 am [INDIEbusiness](#) RT [@PenAndInkSpot](#): Q7 HOW HAS RISING TO THE CHALLENGE OF DIFFICULT CUSTOMERS MADE YOU A BETTER BUSINESS LEADER? #**HandmadeChat**

2012-08-10 12:43 am [PenAndInkSpot](#) RT [@NatGoodSoaps](#): [@handmadechat](#) [@PenAndInkSpot](#) Great Q&A tonight! #**handmadechat**

2012-08-10 12:43 am [bubsandscrubs](#) Q6: Currently my policy is no questions asked buy may need to revisit. No abusers yet! #**handmadechat**

2012-08-10 12:43 am [PenAndInkSpot](#) A7a I have gained strength in knowing what I will accept and will not.n #**handmadechat**

2012-08-10 12:43 am [alegnasoap](#) Yes it is RT [@NatGoodSoaps](#): [@handmadechat](#) [@PenAndInkSpot](#) Great Q&A tonight! #**HandmadeChat**

2012-08-10 12:43 am [AstridaNaturals](#) RT [@NatGoodSoaps](#): A6 It is clear in my policy that my products aren't refundable but I am always open to work something out. -in a nutshell #**handmadechat**

2012-08-10 12:43 am [NatGoodSoaps](#) RT [@penandinkspot](#): Q7 HOW HAS RISING TO THE CHALLENGE OF DIFFICULT CUSTOMERS MADE YOU A BETTER BUSINESS LEADER? #**handmadechat**

2012-08-10 12:44 am [PenAndInkSpot](#) A7b I speak with greater confidence, knowing that my policies work, and that I cannot make a profit if I bend the rules. #**handmadechat**

2012-08-10 12:44 am [smellgoodslady](#) A6 I think that is fair. Many businesses do not allow returns on beauty/cosmetic goods. #**handmadechat**

2012-08-10 12:44 am [INDIEbusiness](#) A7a Handling difficult customers helps me respect myself and others more. Makes me stronger, more resilient. #**HandmadeChat**

2012-08-10 12:44 am [PenAndInkSpot](#) RT [@bubsandscrubs](#): Q6: Currently my policy is no questions asked buy may need to revisit. No abusers yet! #**handmadechat**

2012-08-10 12:44 am [donnaderososa](#) A7 Helped me learn empathy. #**handmadechat**

2012-08-10 12:44 am [NatGoodSoaps](#) A7 so far I have been blessed with wonderful customers. #**handmadechat**

2012-08-10 12:44 am [PenAndInkSpot](#) A7c I have learned there are situations where I do need to bend my own rules, exceptions, and the decision making is concise. #**handmadechat**

2012-08-10 12:44 am [INDIEassist](#) A7 Working w/all types of people/customers gives you the best experience. #**HandmadeChat**

2012-08-10 12:45 am [NatGoodSoaps](#) RT [@indiebusiness](#): A7a Handling difficult customers helps me respect myself & others more. Makes me stronger, more resilient. #**HandmadeChat**

2012-08-10 12:45 am [alegnasoap](#) Me too! RT [@bubsandscrubs](#): Q7: Always better, most folks are wonderful to do business with. I love my customers! #**HandmadeChat**

2012-08-10 12:45 am [AstridaNaturals](#) A. It's taught me patience and understanding if nothing else! #**handmadechat**

2012-08-10 12:45 am [AstridaNaturals](#) RT [@smellgoodslady](#): A6 I think that is fair. Many businesses do not allow returns on beauty/cosmetic goods. #**handmadechat**

2012-08-10 12:45 am [PenAndInkSpot](#) RT [@donnaderososa](#): A7 Helped me learn empathy. (Where it is needed, yes! Good answer!) #**handmadechat**

2012-08-10 12:45 am [NatGoodSoaps](#) RT [@indieassist](#): A7 Working w/all types of people/customers gives you the best experience. #**HandmadeChat**

2012-08-10 12:45 am [alegnasoap](#) Again, me too! #gratitude RT [@NatGoodSoaps](#): A7 so far I have been blessed with wonderful customers. #**HandmadeChat**

2012-08-10 12:45 am [smellgoodslady](#) RT [@donnaderososa](#): A6 It's not sanitary to accept exchanges in our biz if they changed their minds. If order was damaged or erroneous, then OK. #**handmadechat**

2012-08-10 12:45 am [PenAndInkSpot](#) RT [@NatGoodSoaps](#): RT [@indiebusiness](#): A7a Handling difficult customers helps me respect myself & others more. Makes me stronger #**handmadechat**

2012-08-10 12:46 am [bubsandscrubs](#) A7: Always better, most folks are wonderful to do business with. I love my customers! #**handmadechat**

2012-08-10 12:46 am [PenAndInkSpot](#) RT [@INDIEbusiness](#): A7a Handling difficult customers helps me respect myself and others more. Makes me stronger, more resilient #**handmadechat**

2012-08-10 12:46 am [PenAndInkSpot](#) RT [@bubsandscrubs](#): A7: Always better, most folks are wonderful to do business with. I love my customers! #**handmadechat**

2012-08-10 12:47 am [NatGoodSoaps](#) #**handmadechat** #gratitude

2012-08-10 12:47 am [PenAndInkSpot](#) RT [@NatGoodSoaps](#): RT [@indieassist](#): A7 Working w/all types of people/customers gives you the best experience. #**handmadechat**

2012-08-10 12:47 am [bubsandscrubs](#) RT [@INDIEassist](#): A7 Working w/all types of people/customers gives you the best experience. #**handmadechat**

2012-08-10 12:47 am [donnaderososa](#) I've met some really lovely people through my business. #**handmadechat**

2012-08-10 12:47 am [calisesoapworks](#) A7 Working with someone with a different personality than me helps me to learn about myself and others. Helps for future, too. #

2012-08-10 12:48 am [INDIEbusiness](#) **HandmadeChat** Just heard that Sprint has employees writing several handwritten thank you notes each week to customers! #**HandmadeChat**

2012-08-10 12:49 am [bubsandscrubs](#) A7: Staying close to customers helps you run your business better. From new product development, marketing, to service. #**handmadechat**

2012-08-10 12:49 am [PenAndInkSpot](#) RT [@donnaderos](#): Ive met some really lovely people through my business. (I have too, connections are a grt part of #smallbiz) #**handmadechat**

2012-08-10 12:49 am [INDIEbusiness](#) Love your customers and they'll love you back. If they don't, like any relationship, try to part on friendly terms. #**HandmadeChat**

2012-08-10 12:49 am [PenAndInkSpot](#) RT [@INDIEbusiness](#): Just heard that Sprint has employees writing several handwritten thank you notes each week to customers! #**handmadechat**

2012-08-10 12:49 am [NatGoodSoaps](#) I always write handwritten notes. I actually obsess over cute and pretty stationary! LOL #**handmadechat**

2012-08-10 12:49 am [JohnBradberry](#) RT [@INDIEbusiness](#): Love your customers and they'll love you back. If they don't, like any relationship, try to part on friendly terms. #**HandmadeChat**

2012-08-10 12:50 am [LiveLoveDew](#) RT [@INDIEbusiness](#): Love your customers and they'll love you back. If they don't, like any relationship, try to part on friendly terms. #**HandmadeChat**

2012-08-10 12:50 am [smellgoodslady](#) A6 Happy to say that I haven't had any. Samples are offered for purchasing. #**handmadechat**

2012-08-10 12:50 am [bubsandscrubs](#) A7: Unparalleled service is really where #smallbiz can shine. Big boys can't keep up with that! #**handmadechat**

2012-08-10 12:50 am [AstridaNaturals](#) RT [@INDIEbusiness](#): Just heard that Sprint has employees writing several handwritten thank you notes each week to customers! #**HandmadeChat**

2012-08-10 12:51 am [PenAndInkSpot](#) Solidify and post your policies concisely...follow them to a "t

2012-08-10 12:51 am [NatGoodSoaps](#) Zappos also upgrades customers shipping orders too, What a great surprise to rec my shoes a day or two earlier than expected #**handmadechat**

2012-08-10 12:51 am [INDIEassist](#) RT [@bubsandscrubs](#): A7: Unparalleled service is really where #smallbiz can shine. Big boys cant keep up with that! < yes!!!! #**HandmadeChat**

2012-08-10 12:51 am [bubsandscrubs](#) RT [@INDIEbusiness](#): Love your customers and theyll love you back. If they dont, try to part on friendly terms. #**handmadechat**

2012-08-10 12:51 am [NatGoodSoaps](#) RT [@bubsandscrubs](#): A7: Unparalleled service is really where #smallbiz can shine. Big boys can't keep up with that! #**handmadechat** AGREE!

2012-08-10 12:51 am [NatGoodSoaps](#) RT [@penandinkspot](#): Solidify and post your policies concisely...follow them to a "t

2012-08-10 12:52 am [smellgoodslady](#) RT [@bubsandscrubs](#): A7: Staying close to customers helps you run your business better. From new product development, marketing, to service. #**handmadechat**

2012-08-10 12:52 am [PenAndInkSpot](#) And smile, knowing that you have experienced a new situation and gave gained #CEO experience! (The best part of it!) #**handmadechat**

2012-08-10 12:52 am [AstridaNaturals](#) RT [@bubsandscrubs](#): A7: Unparalleled service is really where #smallbiz can shine. Big boys can't keep up with that! #

2012-08-10 12:52 am [INDIEbusiness](#) **handmadechat** - YES!
Kudos to [@brambleberry](#) for sponsoring us tonight. Check them out for soapmaking supplies and how-to videos. **#HandmadeChat**

2012-08-10 12:52 am [LiveLoveDew](#) RT [@PenAndInkSpot](#): And smile, knowing that you have experienced a new situation and gave gained #CEO experience! (The best part of it!) **#handmadechat**

2012-08-10 12:53 am [INDIEbusiness](#) Now, it's your turn! What #handmade products do you make, or services do you offer, and how can we find out more? **#HandmadeChat**

2012-08-10 12:53 am [PenAndInkSpot](#) RT [@INDIEbusiness](#): Kudos to [@brambleberry](#) for sponsoring us tonight. Check them out for soapmaking supplies and how-to videos. **#handmadechat**

2012-08-10 12:53 am [bubsandscrubs](#) RT [@INDIEbusiness](#): Kudos to [@brambleberry](#) for sponsoring us tonight. Check them out for soapmaking supplies and how-to videos. **#handmadechat**

2012-08-10 12:53 am [donnaderos](#) Speaking of [@brambleberry](#) - They have exceptional customer service. **#handmadechat**

2012-08-10 12:53 am [alegnasoap](#) RT [@INDIEbusiness](#): Kudos to [@brambleberry](#) for sponsoring us tonight. Check them out for soapmaking supplies and how-to videos. **#HandmadeChat**

2012-08-10 12:54 am [NatGoodSoaps](#) Handcrafted soaps & herbal goodness <http://t.co/UvOrkJnf> **#handmadechat**

2012-08-10 12:54 am [smellgoodslady](#) RT [@NatGoodSoaps](#): RT [@penandinkspot](#): Solidify and post your policies concisely...follow them to a "t

2012-08-10 12:54 am [INDIEbusiness](#) RT [@bubsandscrubs](#): A7: Unparalleled service is really where #smallbiz can shine. Big boys cant keep up with that! **#HandmadeChat**

2012-08-10 12:54 am [alegnasoap](#) RT [@donnaderos](#): Speaking of [@brambleberry](#) - They have exceptional customer service. **#HandmadeChat**

2012-08-10 12:54 am [NatGoodSoaps](#) RT [@donnaderos](#): Speaking of [@brambleberry](#) - They have exceptional customer service. **#handmadechat**

2012-08-10 12:54 am [NatGoodSoaps](#) RT [@indiebusiness](#): Kudos to [@brambleberry](#) for sponsoring us tonight. Check them out for soapmaking supplies and how-to videos. **#HandmadeChat**

2012-08-10 12:54 am [INDIEbusiness](#) Yes, they do --> RT [@donnaderos](#): Speaking of [@brambleberry](#) - They have exceptional customer service. **#HandmadeChat**

2012-08-10 12:54 am [donnaderos](#) Blushing Rose Handmade Soap <http://t.co/U6p1Xalv> **#handmadechat**

2012-08-10 12:54 am [INDIEbusiness](#) IBN offers coaching, training, products liability insurance for #handmade entrepreneurs. Newsletter <http://t.co/8127378r> **#HandmadeChat**

2012-08-10 12:54 am [INDIEbusiness](#) RT [@NatGoodSoaps](#): Handcrafted soaps & herbal goodness <http://t.co/56a2EJSK> **#HandmadeChat**

2012-08-10 12:54 am [INDIEassist](#) RT [@INDIEbusiness](#): Kudos to [@brambleberry](#) for sponsoring us tonight. Check them out for soapmaking supplies and how-to videos. **#HandmadeChat**

2012-08-10 12:54 am [INDIEbusiness](#) RT [@donnaderos](#): Blushing Rose Handmade Soap <http://t.co/i3X6SYy7> **#HandmadeChat**

2012-08-10 12:55 am [AstridaNaturals](#) I make unrefined shea butter body, bath, skincare & fragrance products! <http://t.co/es7sYGD0> **#handmadechat**

2012-08-10 12:55 am [PenAndInkSpot](#) I offer books (soon autobiography&children books). Published soap book & consultation. Encouragement to use God-given talents! #**handmadechat**

2012-08-10 12:55 am [AstridaNaturals](#) RT [@INDIEbusiness](#): IBN offers coaching, training, products liability insurance for #handmade entrepreneurs. Newsletter <http://t.co/8127378r> #**HandmadeChat**

2012-08-10 12:55 am [donnaderos](#) Thanks for the chat. #**handmadechat**

2012-08-10 12:55 am [INDIEbusiness](#) RT [@AstridaNaturals](#): I make unrefined shea butter body, bath, skincare & fragrance products! <http://t.co/xDeZnBqB> #**HandmadeChat**

2012-08-10 12:55 am [LiveLoveDew](#) [@INDIEbusiness](#) Daily Dew Drench lotion, natural soaps, body balms and love our Lip Dews & more at <http://t.co/oQPuTOLi> #**handmadechat**

2012-08-10 12:56 am [NatGoodSoaps](#) New: Herbal & Aromatic goodness in the NE 9/3 website launch [@EssenceandAroma](#) <http://t.co/tZDRfZ1y> #**handmadechat**

2012-08-10 12:56 am [INDIEbusiness](#) RT [@PenAndInkSpot](#): I offer books (soon autobiography & children books). Published soap book & consultation. #**HandmadeChat**

2012-08-10 12:56 am [smellgoodslady](#) Signature Fragrance Oils; Hand-Dipped Incense; Bath & Body Care <http://t.co/RFMYhKa8> #**handmadechat**

2012-08-10 12:56 am [NatGoodSoaps](#) RT [@astridanaturals](#): I make unrefined shea butter body, bath, skincare & fragrance products! <http://t.co/jQwBFXsP> #**handmadechat**

2012-08-10 12:56 am [smellgoodslady](#) RT [@NatGoodSoaps](#): Handcrafted soaps & herbal goodness <http://t.co/UvOrkJnf> #**handmadechat**

2012-08-10 12:56 am [bubsandscrubs](#) We offer handmade soap, moisturizers, and more. Crafted from nature's best! Check us out at: <http://t.co/G1XNvMuE> #**handmadechat**

2012-08-10 12:56 am [AstridaNaturals](#) RT [@NatGoodSoaps](#): New: Herbal & Aromatic goodness in the NE 9/3 website launch [@EssenceandAroma](#) <http://t.co/tZDRfZ1y> #**handmadechat**

2012-08-10 12:56 am [LotionBars](#) [@bubsandscrubs](#) I always try to give more than they order with added personal touch, handwritten notes, heart punches, #**HandmadeChat**

2012-08-10 12:56 am [INDIEbusiness](#) RT [@LiveLoveDew](#): Daily Dew Drench lotion, natural soaps, body balms and love our Lip Dews & more at <http://t.co/FoB0d32z> #**HandmadeChat**

2012-08-10 12:56 am [INDIEbusiness](#) RT [@smellgoodslady](#): RT [@NatGoodSoaps](#): Handcrafted soaps & herbal goodness <http://t.co/56a2EJSK> #**HandmadeChat**

2012-08-10 12:56 am [alegnasoap](#) Enjoyed my first live chat! #**HandmadeChat**

2012-08-10 12:56 am [YouScentMe](#) RT [@INDIEbusiness](#): Love your customers and theyll love you back. If they dont, try to part on friendly terms. #**handmadechat**

2012-08-10 12:56 am [NatGoodSoaps](#) RT [@donnaderos](#): Thanks for the chat. #**handmadechat** (You are welcome..Always a pleasure)

2012-08-10 12:57 am [INDIEbusiness](#) RT [@LotionBars](#): [@bubsandscrubs](#) I always try to give more than they order with personal touch, handwritten notes, heart punches #**HandmadeChat**

2012-08-10 12:57 am [INDIEassist](#) RT [@alegnasoap](#): Enjoyed my first live chat! <Hope to see you back next week! #**HandmadeChat**

2012-08-10 12:57 am [smellgoodslady](#) RT [@AstridaNaturals](#): I make unrefined shea butter body, bath, skincare & fragrance products! <http://t.co/es7sYGD0> #**handmadechat**

2012-08-10 12:57 am [INDIEbusiness](#) Next chat, Thurs, 8/16, 8p ET; [@soapcoach](#) leads "How To Plan For The Holiday Season" #**HandmadeChat**

2012-08-10 12:57 am [NatGoodSoaps](#) RT [@alegnasoap](#): Enjoyed my first live chat! #HandmadeChat (and you stayed for the full hour! YEAH!!!)

2012-08-10 12:57 am [PenAndInkSpot](#) RT [@alegnasoap](#): Enjoyed my first live chat! (I am glad you joined us!) #handmadechat

2012-08-10 12:57 am [INDIEbusiness](#) Please take the #HandmadeChat Survey so we can make our chat more useful for you <http://t.co/dGti6N6j> #HandmadeChat

2012-08-10 12:57 am [AstridaNaturals](#) RT [@smellgoodslady](#): Signature Fragrance Oils; Hand-Dipped Incense; Bath & Body Care <http://t.co/RFMYhKa8> #handmadechat

2012-08-10 12:58 am [INDIEbusiness](#) Thanks to [@penandinkspot](#) for an enlightening and instructional conversation about this important issue. #HandmadeChat

2012-08-10 12:58 am [smellgoodslady](#) RT [@bubsandscrubs](#): We offer handmade soap, moisturizers, and more. Crafted from nature's best! Check us out at: <http://t.co/G1XNvMuE> #handmadechat

2012-08-10 12:58 am [INDIEbusiness](#) Thank you for joining us. Good night! #HandmadeChat

2012-08-10 12:58 am [NatGoodSoaps](#) RT [@indiebusiness](#): Next chat, Thurs, 8/16, 8p ET; [@SoapCoach](#) leads "How To Plan For The Holiday Season" #HandmadeChat

2012-08-10 12:58 am [PenAndInkSpot](#) RT [@INDIEbusiness](#): Thanks to [@penandinkspot](#) for an enlightening and instructional conversation about this important issue. #handmadechat

2012-08-10 12:58 am [INDIEassist](#) RT INDIEbusiness: Next chat, Thurs, 8/16, 8p ET; [@soapcoach](#) leads "How To Plan For The Holiday Season" #HandmadeChat

2012-08-10 12:58 am [NatGoodSoaps](#) RT [@indiebusiness](#): Please take the #HandmadeChat Survey so we can make our chat more useful for you <http://t.co/2YIRFi83> #HandmadeChat

2012-08-10 12:58 am [alegnasoap](#) TY RT [@INDIEbusiness](#): Thanks to [@penandinkspot](#) for an enlightening and instructional conversation about this important issue. #HandmadeChat

2012-08-10 12:58 am [NatGoodSoaps](#) RT [@indiebusiness](#): Thanks to [@PenAndInkSpot](#) for an enlightening and instructional conversation about this important issue. #HandmadeChat

2012-08-10 12:59 am [AstridaNaturals](#) Always gotta love the #handmadechat [@INDIEbusiness](#) [@INDIEassist](#) Thanks!

2012-08-10 12:59 am [NatGoodSoaps](#) RT [@indiebusiness](#): Thank you for joining us. Good night! #HandmadeChat GOODNIGHT dM!

2012-08-10 12:59 am [LotionBars](#) [@alegnasoap](#) Hi, mine was last week, really fun! #HandmadeChat

2012-08-10 12:59 am [NatGoodSoaps](#) Good night everyone..Always wonderful to see you hear! Until next week XOXO #Handmadechat

2012-08-10 12:59 am [INDIEassist](#) Great job Mary! #HandmadeChat

2012-08-10 12:59 am [INDIEassist](#) [@LotionBars](#) Glad to have you here! #HandmadeChat

2012-08-10 12:59 am [PenAndInkSpot](#) Thank you for joining us! I enjoyed this discussion! #handmadechat