**10 Acknowledgement Statements for Customer Service**

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| # | Statement |
| 1 | “I realise that [insert problem] situation is difficult, but let’s try and find a solution.” |
| 2 | “I would feel the same in your situation if I had [insert problem], but I will sort this out…” |
| 3 | “I’m sorry you are having this problem with your [insert product/ service]. Let’s see what I can do to help the situation.” |
| 4 | “I know how frustrating it can be when [insert issue] happens. Let’s see how we can help…” |
| 5 | “Now that I am aware of the situation with your [insert product/ service], I will definitely do my best to fix it for you.” |
| 6 | “Your problem with your [insert product/ service] sounds like it’s been quite annoying for you, let’s see what we can do to change that…” |
| 7 | “I can only imagine how upsetting it is to have this problem with your [insert product/ service] …” |
| 8 | “What you have experienced with your [insert product/ service] is no more acceptable to me than it is to you. Let’s find out what’s gone wrong here…” |
| 9 | “Thank you for getting in touch about this problem with your [insert product/ service]. It really helps us to know these things so we can correct them as quickly as possible.” |
| 10 | “I completely understand why you need me to fix [insert problem] straight away for you.” |