**A close-up of a logo

Description automatically generated15 Examples of Assurance Statements in Customer Service**

|  |  |
| --- | --- |
| # | Assurance Statements Example |
| 1 | “Thank you for calling. My name is [INSERT NAME]. How can I help you today?” |
| 2 | “Thanks for alerting us to the issue so that we can deal with it immediately.” |
| 3 | “That’s okay, go at your own pace. I’m here to help you.” |
| 4 | “Thanks for that… Just to make sure I fully understand the situation…” |
| 5 | “You were right to get in touch. I will flag the problem with…” |
| 6 | “You are absolutely right. Your experience has been unacceptable. Let’s see how we can move forwards…” |
| 7 | “I understand that you feel [INSERT EXPRESSED EMOTION]. I’m sure I’d feel the same. Let’s get to the bottom of this!” |
| 8 | “You’ve called the right place.” |
| 9 | “I have booked [an engineer/delivery/inspection] at this time [insert time]. They will contact you [at this time] to give you an idea of when they will arrive.” |
| 10 | “Here is my direct phone number. If you have any more problems, please give me a call.” |