**A close-up of a logo

Description automatically generated25 Examples of Customer Service Vocabulary**

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| # | Customer Service Vocabulary |
| 1 | “I’m sorry that this has happened to you.” |
| 2 | “I appreciate you staying on the line.” |
| 3 | “What I can do for you is…” |
| 4 | “I’ve just pulled up document X, and I can see that…” |
| 5 | “I’d be happy to.” |
| 6 | “That is an excellent question.” |
| 7 | “I absolutely understand where you are coming from.” |
| 8 | “Brilliant choice. That is a personal favourite of mine.” |
| 9 | “Thanks for making me aware of this issue.” |
| 10 | “It sounds very irritating indeed.” |
| 11 | “Let’s see how we can solve this.” |
| 12 | “Thanks for alerting me to this problem.” |
| 13 | “Your experience has been unacceptable.” |
| 14 | “I’m sorry that this has happened.” |
| 15 | “I appreciate that this is not easy to deal with.” |
| 16 | “I realize that this is a frustrating situation.” |
| 17 | “I very much understand your concern.” |
| 18 | “Let me help you find a solution for this.” |
| 19 | “Let’s see how we can fix this now.” |
| 20 | “I’m here to take care of this for you.” |
| 21 | “What I would instead recommend is…” |
| 22 | “I’m going to quickly check with a colleague.” |
| 23 | “I need to uncover more information. So, I’m just going to put you on hold, and I’ll be back in X minutes.” |
| 24 | “Let me get in touch with X department and find out for you.” |
| 25 | “Let me find out for you.” |