**A close-up of a logo

Description automatically generated21 Empathy Statements for Customer Service**

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| # | Empathy Statement Example |
| 1 | “I’m sorry you are having this problem.” |
| 2 | “That would frustrate me too.” |
| 3 | “I have experienced a similar problem recently, so I understand what you are saying. Let me see what I can do to help you out.” |
| 4 | “I want to make sure that I have a full understanding of what you’re telling me. I’m hearing that…” |
| 5 | “I realize how upsetting this must be.” |
| 6 | “I would be upset too.” |
| 7 | “I realize how complicated it is to…” |
| 8 | “I can imagine how frustrating that would be.” |
| 9 | “That would be disappointing, especially when… [paraphrase the customer’s perspective or efforts]” |
| 10 | “We want to understand what happened just as much as you do.” |
| 11 | “I can see why that made you angry.” |
| 12 | “This situation is unacceptable to us too.” |
| 13 | “If I were in your situation, I would feel exactly the same way you do.” |
| 14 | “If I were in your situation, I would be asking the same questions you are.” |
| 15 | "I can see where the problem is, Sir/Madam…” |
| 16 | “We will work to resolve the problem. You just enjoy your (birthday/holidays/Christmas break, etc.), and I will be in touch shortly.” |
| 17 | “When I am done, if I have got something wrong, I would appreciate it if you would correct me, if that is ok?” |
| 18 | “You’re absolutely correct.” |
| 19 | “This should be fixed by the end of the weekend, Mr Smith.” |
| 20 | “I will contact you as soon as we have had an update.” |
| 21 | “I will be sure to pass on what you have told me to our managerial team.” |