**Positive Language for Customer Service**

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| # | 16 Examples of Positive Language  |
| 1 | “If you take it slowly…” |
| 2 | “If you accept…” |
| 3 | “If you continue to…” |
| 4 | “You’ll look forward to” |
| 5 | “You’ll love the experience” |
| 6 | “Imagine using it now and enjoying the benefits”. |
| 7 | “This is where it is going to get a bit more interesting” |
| 8 | “Here comes the interesting part” |
| 9 | “This is where things get exciting!” |
| 10 | “I’m sorry that you’ve had to cope with [INSERT PROBLEM].” |
| 11 | “Thank you again for your patience and your time for contacting us” |
| 12 | “I apologize for the mistake and appreciate your patience as we resolve it.” |
| 13 | "Given that you’ve told me… I would suggest that you go for option X or option Y" |
| 14 | “Can I suggest that you…” |
| 15 | “Could you please share your account number when you’re ready?” |
| 16 | “It might be helpful to take a look at your billing statement for clarity.” |