**A close-up of a logo

Description automatically generated33 Examples of Rapport Building Phrases for Customer Service**

| # | Statement Example |
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| 1 | “Oh, I noticed a dog barking in the background - I'm a big dog lover myself! What kind of dog do you have?” |
| 2 | “I see you're working from home today. I’ve been doing the same lately; it’s quite an adjustment, isn’t it?” |
| 3 | “I hear your frustration, and I totally understand where you're coming from. Let’s work on this together.” |
| 4 | “It sounds like this has been a bit of a hassle for you. I’m here to make sure we get it sorted quickly.” |
| 5 | “So, you're having trouble with your internet connection? That must be really frustrating. Let me see how I can help.” |
| 6 | “You mentioned that your order arrived damaged - I'm sorry to hear that. Let’s get this sorted out for you.” |
| 7 | “I understand that you’re having issues with your recent billing statement. I’ll look into this right away and get it resolved.” |
| 8 | “I’m going to take care of this issue for you right now and keep you updated every step of the way.” |
| 9 | “Rest assured, I’m handling this matter personally and will ensure that it’s resolved as quickly as possible.” |
| 10 | “I’m really glad you called us today, and we’ll get this figured out together. Let’s tackle this!” |
| 11 | “I’m happy to help you resolve this issue. I’m confident we can get it sorted out quickly.” |
| 12 | “I can see how this situation is impacting you, and I’m committed to finding a solution that works for you.” |
| 13 | “It’s understandable that this issue has been frustrating for you. Let’s get it resolved so you can move forward.” |
| 14 | “We’ll look into this for you right away, [Customer Name]” |
| 15 | “Let’s see what we can do to fix this, [Customer Name]” |
| 16 | “I can see where the problem is, [Customer Name]” |
| 17 | “What I’m doing for you right now is…” |
| 18 | “That’s now been done, [Customer Name]” |
| 19 | “This will be fixed by the end of the weekend, [Customer Name], and I’ll keep you updated on the progress.” |
| 20 | “We’ll give you a call as soon as we’ve had an update…” |
| 21 | “Don’t worry. You just enjoy your (Birthday/Easter Break/Bank Holiday), [Customer Name], and we’ll be in touch shortly…” |
| 22 | “I noticed you mentioned a recent holiday - how was it? It’s always nice to get a break!” |
| 23 | “I see you’re calling from a new location - did you recently move or just visiting somewhere exciting?” |
| 24 | “Last time we spoke, you mentioned your upcoming trip. How was it? I hope it went well!” |
| 25 | “I remember you told me about your new pet. How are they settling in?” |
| 26 | “You mentioned you were working on a home project. How did it turn out?” |
| 27 | “To summarize, we’ve agreed on [SOLUTION]. Is there anything else I can assist you with today?” |
| 28 | “Just to recap, we’ve covered [ISSUE] and our next steps are [ACTION]. Does that sound right?” |
| 29 | “While I’m pulling up your account details, could you tell me more about what happened?” |
| 30 | “I’m going to check on that for you right now. In the meantime, is there anything else on your mind?” |
| 31 | “Is it okay if I call you [Name], or do you prefer something else?” |
| 32 | “I’m [Name], and I’ll be assisting you with this issue today. Feel free to ask for me if you need anything else.” |
| 33 | “Just a reminder, I’m [Name]. I’m here to help, so don’t hesitate to reach out if you need further assistance.” |