**A close-up of a logo

Description automatically generated28 Examples Examples of Positive Statements to Improve CSAT**

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| # | Examples of Positive Statements |
| 1 | "Let’s Look into This…" |
| 2 | "I’d be delighted to help" |
| 3 | "Absolutely, I’d be happy to assist you with that today" |
| 4 | "Let’s see what we can do…" |
| 5 | "That’s a good question…" |
| 6 | "I would be more than happy to…" |
| 7 | "That’s a good choice…" |
| 8 | "This is a very popular item" |
| 9 | "We have had a lot of positive feedback on that item" |
| 10 | "This choice has proven successful…" |
| 11 | "What other customers have done…" |
| 12 | "What other customers have done/tried in your position is…" |
| 13 | "I’m hoping you’ll really enjoy…" |
| 14 | "That will be with you on…" |
| 15 | "As you are a valued customer…" |
| 16 | "I’m happy to let you know…" |
| 17 | "It has been a pleasure…" |
| 18 | "I’m happy that I was able to assist you today" |
| 19 | "Your satisfaction is a great compliment, (insert name)" |
| 20 | "Is there anything else I can help you with?" |
| 21 | "I appreciate your patience on this. Please let me know if I can provide any other additional support" |
| 22 | "Thank you for your patience…" |
| 23 | "Thank you for your time and patience today" |
| 24 | "I hope I was able to help you with your concern" |
| 25 | "Have I resolved your concern today?" |
| 26 | "I apologise for any inconvenience caused today. Please accept my sincere apologies" |
| 27 | "I hope you are satisfied with our service" |
| 28 | "Since you have me on the line is there anything else I can do?"n |