The Top 25 Phrases for Customer Service

When Greeting The Customer



When More Informaton is Needed



- 1. "Welcome to [INSERT COMPANY NAME] Customer Service. My name is [INSERT NAME]. How can I help you?"
- **3.** "So, what I understand so far is... it would be great if you could tell me a bit more about..."
- 2. "Good morning/afternoon! You're through to [INSERT COMPANY NAME]. My name is [INSERT NAME]. How may I help you today?"
- **4.** "For me to... it would be brilliant if you could give me just of few more details on."

When Acknowledging The Customer



The Customer 8. "Thanks, it is great that you alerted us

When Reassuring

but let's try and find a solution."

6. "I would feel the same in your

5. "I realise that this situation is difficult,

to this."

9. "You are absolutely correct. Let's look

situation, but we will sort this out..." 7. "I'm sorry you are having this problem.

Let's see if there is anything we can do to

10. "Definitely, I will make sure that this gets resolved for you."

When Giving Instructions

will be to..."

help the situation."



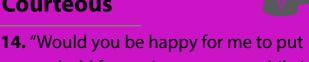
Courteous



- **11.** "All you need to do is to just...."
- 12. "A simple way / method to change it
- **13.** "As soon as you receive..."

When Being

into this."



- you on hold for a minute or two, while I quickly retrieve your details?
- **15.** "I will send over the link to the email address that we have on our system and, if you would like, I can go through the rest of the process with you."

When Building Rapport

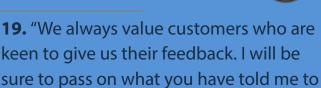


When Handling **Angry Customers**



- **16.** "What I'm doing for you now is..."
- 17. "Don't worry, I often make that mistake myself."
- 18. "How is the weather where you are today? Better than here, I hope!"

our managerial team..."



20. "I recommend that you (INSERT ACTION), Mrs Smith, so that I can take further action without delay."

When Closing the Call



When Making a Sale



- 21. "Thanks for calling and if you have any additional questions, please call us."
- **22.** "Have a nice time in [INSERT PLACE NAME] on your holiday"
- **23.** "We have a variety of ..."
- **24.** "It's a wonderful service where instead of..., you can..."
- **25.** "This is the best plan/scheme for your requirements..."