

The Top 25 Phrases for Customer Service

When Greeting The Customer



1. "Welcome to [INSERT COMPANY NAME] Customer Service. My name is [INSERT NAME]. How can I help you?"
2. "Good morning/afternoon! You're through to [INSERT COMPANY NAME]. My name is [INSERT NAME]. How may I help you today?"

When More Information is Needed



3. "So, what I understand so far is... it would be great if you could tell me a bit more about..."
4. "For me to... it would be brilliant if you could give me just a few more details on."

When Acknowledging The Customer



5. "I realise that this situation is difficult, but let's try and find a solution."
6. "I would feel the same in your 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 help the situation."

When Reassuring The Customer



8. "Thanks, it is great that you alerted us to this."
9. "You are absolutely correct. Let's look into this."
10. "Definitely, I will make sure that this gets resolved for you."

When Giving Instructions



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

When Being Courteous



14. "Would you be happy for me to put 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



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!"

When Handling Angry Customers



19. "We always value customers who are keen to give us their feedback. I will be sure to pass on what you have told me to 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



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"

When Making a Sale



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..."