

# POSITIVE PHRASES

## FOR CUSTOMER SERVICE

1

### IT'S MY PLEASURE

Offering great customer service means taking a servant position. Offer the best service possible – with a smile.

2

### I'D BE HAPPY TO RECOMMEND

If you don't provide a service they're looking for, find some suitable alternatives and offer them to leave your customer impressed with your service.

3

### THANKS FOR CHOOSING US

Your customer had a choice and chose you. Thank them and recognize their choice to work with you instead of your competition!

4

### I'LL FIND A SOLUTION

Letting customers know you're dedicated to finding a solution ASAP is the perfect way to start a customer service interaction off right.

5

### WHAT IS MOST CONVENIENT FOR YOU?

Don't inconvenience your customer. Ask for input and find out the time or solution that is most convenient for them.

6

### YOU MADE MY DAY

Saying, "That absolutely made my day!" will brighten their day and accurately convey how much you appreciate the compliment.

7

### HOW CAN WE MAKE THIS RIGHT?

Leave the solution up to the customer sometimes and you'll be surprised at how little it takes to rectify the situation.

8

### I COMPLETELY AGREE WITH YOU

If you agree with the customer, say so. And if you don't, find a tactful way to express it – i.e., "I'll have to double check to ensure that aligns with our policy"

9

### I'M ON IT!

Show customers that you're not only ready to assist them, but that you're excited about doing it by saying "I'm on it!"

10

### WE WILL FIGURE THIS OUT

If a solution isn't obvious, it may take time to figure out. Reassure your customer that you'll figure it out – it means a lot.



# Sight Words List How To Customer Service

**Catherine Turner Bryce, Rose Lees  
Hardy, Edna Henry Lee Turpin**

## Sight Words List How To Customer Service:

*Customer Service For Dummies* Karen Leland, Keith Bailey, 2011-03-03 *Customer Service For Dummies* Third Edition integrates the unbeatable information from *Customer Service For Dummies* and *Online Customer Service For Dummies* to form an all in one guide to customer loyalty for large and small businesses alike The book covers the fundamentals of service selling and presents up to date advice on such fundamentals as help desks call centers and IT departments Plus it shows readers how to take stock of their customer service strengths and weaknesses create useful customer surveys and learn from the successes and failures of businesses just like theirs Karen Leland and Keith Bailey Sausalito CA are cofounders of Sterling Consulting Group an international consulting firm specializing in quality service consulting and training for such clients as Oracle IBM Avis and Lucent

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