

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

Puja Mehta

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