

Customer Service Phrases and Positive Words

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Words that Work

NOTE: Below is a list of positive word choices that can be used to assist in providing an Exceptional Experience!

Words that work for...

- De-escalating an upset caller:
 - "Let's make things right."
 - "We'd be happy to make things better / right."
 - "Please let us make things right by..."
 - "I'll get this sorted out."
 - "I'll fix these issues for you."
 - "I'll make things right."

- Offering Assistance:
 - "I'd be more than happy to help you with that."
 - "It's my pleasure to be of assistance."
 - "I'm glad to be of service."
 - "I'm here to help."
 - "I would be delighted to help."
 - "What can I do to assist you best in this situation?"
 - "Is there anything else I can do for you today?"
 - "While that isn't possible right now, I can..."
 - "Currently, that is a limitation. What I can do is..."
 - "Let's go ahead and get you scheduled"

- Demonstrating Empathy:
 - "I sincerely apologize for..."

- "I understand where you're coming from."
- "I'd feel ____ too."
- "That would frustrate / upset me too."
- "I am sorry to hear that."
- "I absolutely agree with you"

- **Gathering the correct information:**

- "Let me get back to you on this."
- "Please give me a moment to double check that I have the right answer."
- "I want to make sure I give you the correct information. Would it be okay for me to get back to you on this?"
- "I want to make sure I understood everything correctly."
- "Please feel free to correct me if I've misunderstood anything."
- "Let me confirm if we have sent this out."
- "May I... (Versus Can I)"
- "I am not showing that on my records but, let me see what I can find out."
- "I can certainly check on that for you."

- **Escalating the call/Transferring the call:**

- "Do you mind waiting for a moment while I get our Center on the line?"
- "It would be a good idea to have our Center involved, since they would handle this particular concern."
- "Let me forward this matter to our ____ team. They are better able to help you with this."
- "I'd be happy to get you a supervisor. Can you please tell me what this is pertaining to so that I can get the correct person for you?"

- **Demonstrating Appreciation:**

- "I appreciate your..."
- "We appreciate you."
- "I'm sincerely grateful for..."
- "Thank you so much for providing that information."

- **Gathering Feedback/Complaints:**

- "Your feedback is valuable to us. Thank you for these recommendations."
- "I apologize for any inconvenience you have experienced, please allow me the opportunity to get this corrected for you."

- "I'm so glad to hear..."
- "Thank you so much for bringing this to our attention."

Positive Words

Please	Absolutely
Certainly	Completely
Exactly	Excellent
Fantastic	Great
Interesting	Outstanding
Recommend	Terrific
Glad	Perfect

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