

Positive Customer Service Phrases

Try these positive phrases to produce positive customer service outcomes.

Three tips for encouraging a positive customer service experience are: 1) apologize, 2) empathize, 3) help. The following are positive phrases for communicating with customers.

Apologize

| Examples of positive phrases |
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| Thank you for bringing this to our attention. I am very sorry... |
| I apologize for the delay. Let me check the status. |
| I am sorry you have not received your order. Let me check to see what is going on. |
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| Phrases to avoid |
| I am sorry you are having a problem (<i>implies the customer is causing the problem</i>) |
| Calm down and let me help you. |
| That is not my fault. |

Empathize

| Examples of positive phrases |
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| I understand how frustrating that is. Let me see how I can help you. |
| I understand how disappointing that is. I will be happy to help you resolve this. |
| I understand how difficult that is. I can definitely help you with this situation. |
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| Phrases to avoid |
| That makes no sense. |
| That has never happened before. |
| That's impossible. |

Help

Examples of positive phrases

What I will do to fix this is ...

You have a few options to resolve this (then present options to the customer).

I don't know the answer to that, but I will find out.

Phrases to avoid

There is nothing I can do.

That's not my department.

I can't help you with that.



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