

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.



Perfect Phrases For Customer Service

Matthew J. DeLuca, Nanette F. DeLuca



Perfect Phrases For Customer Service:

Perfect Phrases for Customer Service: Hundreds of Tools, Techniques, and Scripts for Handling Any Situation

Robert Bacal, 2005-01-20 Tools for pleasing even the most demanding customers A satisfied customer is a loyal customer and in today's supercompetitive business economy few things are as crucial to a company's bottom line as the quality of its customer service This latest title in the popular Perfect Phrases series is just the thing for customer service employees and those who train and manage them Perfect Phrases for Customer Service gets you quickly up and running with everything you need to keep customers happy and loyal including Clear explanations of the reasons for difficult customer behaviors Proven tools and techniques for successfully handling even the most cantankerous customers 101 dialogues and scripts organized according to types of difficult behaviors usable as is or as part of a training program and easily tailored to any industry and company culture For more information visit www.customerservicezone.com [Perfect Phrases for Customer Service, Second Edition](#)

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Perfect Phrases for Letters of Recommendation Paul Bodine, 2010-01-08 Expert advice for helping an applicant's chances of acceptance by choosing the right words and phrases As a teacher professor or an employer you are often called upon for letters of recommendation and probably as often find yourself stumped about what to say It can be a daunting task when someone's future is in the balance This book written by a writing expert will help you find the right words and avoid the pitfalls of creating a letter of recommendation Author Paul Bodine explains what makes a recommendation letter good and also what can make it ineffective The book contains paragraph length examples of effective recommendation letter writing for all types of situations [Perfect Phrases For Customer Service](#) Bacal, *Perfect Phrases for School Administrators*

Christine Canning Wilson, 2009-12-11 Find the right words to communicate with teachers other educators personnel vendors and more Perfect Phrases for School Administrators contains features the key words phrases acronyms jargon and buzzwords used in the field of education and training You can use these words to write teacher evaluations settle union issues and contract disputes deal with vendors and sales reps communicate effectively with staff deescalate grievances and more

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Perfect Phrases for Negotiating Salary and Job Offers: Hundreds of Ready-to-Use Phrases to Help You Get the

Best Possible Salary, Perks or Promotion Matthew J. DeLuca, Nanette F. DeLuca, 2006-12-12 The right phrase for every situation every time The latest guide in the top selling easy to use Perfect Phrases series gives you the correct vocabulary to use to get the best salary or job offer possible Using words and phrases that take away the taboo surrounding the subject of money you can ask for what you want and deserve with confidence Provides quick easy steps that prepare readers for salary negotiations job interviews or performance reviews giving them the competitive edge [A Career in Customer Service and Tech Support](#) Jeff Mapua, 2014-12-15 This resource provides information for tech savvy readers about the ins and outs of customer service and technical support including education requirements job duties and skills and how to get started in these fields This practical guide reveals the best educational and experiential paths to a career and emphasizes the importance of professional networking It also delves into the statistics most relevant to job seekers in these fields examining what the career market looks like long term and what job seekers must do to land the career that they want [Perfect Phrases for the Perfect Interview: Hundreds of Ready-to-Use Phrases That Succinctly Demonstrate Your Skills, Your Experience and Your Value in Any Interview Situation](#) Carole Martin, 2005-04-21 Hundreds of interview aching words and phrases to land you the job In a job interview every word counts That's why you need to make sure you'll be prepared with exactly the right answers to any question an interviewer might throw at you With Perfect Phrases for the Perfect Interview you will be equipped to handle even the toughest questions This ready reference supplies you with The best answers to a wide range of interview questions from icebreaker questions about experience to questions about specific skills to the dreaded Why did you leave or get fired from your last job Exercises and resources that help you prepare for the big day Tips on words to avoid and on how you can convince a potential employer that you are perfect for the job **Imperfect Phrases For Relationships: 101 COMMON Things You Should Never Say To Someone Important To You...And What To Say Instead** Robert Bacal, *The Complete Book of Perfect Phrases for High-Performing Sales Professionals* Robert Bacal, William T. Brooks, 2009-10-02 The Right Phrase for Every Sales Situation A powerful command of words is the number one requirement for succeeding in the field of sales Whether you're cold calling a prospect presenting to a group of decision makers or dealing with price objection the make or break point of every transaction lies in saying the right thing to the right person at the right time The Complete Book of Perfect Phrases for High Performing Sales Professionals is the ultimate field guide for speaking and writing your way to sales success You'll find perfect phrases for Lead Generation Turn cold calls into profitable relationships Expand your customer base Write engaging letters and e-mails Sales Calls Get access to decision makers Present your product in compelling language Resist objections and stalling tactics Customer Service Develop a rapport with every client Handle the most difficult of customers Close every conversation on a positive note [Perfect Phrases for ESL Advancing Your Career](#) Natalie Gast, 2009-12-31 Expert help for polishing your English skills for the workplace You are on an upward career track but English still may give you a bit of trouble Do not let language get in your

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Robert Bacal, 2010-04-06 Learn to save time dealing with unreasonable customers reduce intensity of customer anger increase safety of employees and customers reduce stress related to angry customers convey image of constructive caring to government customers even when they are abusive set limits for angry customers and enforce them for mutual benefit Government and public sector departments and employees often deal with angry irate upset manipulative and aggressive citizens and customers due to their regulatory responsibilities Often employees are under trained to deal with angry customers leaving them at risk while government agencies look uncaring and cold Angry unsatisfied clientele eat up hours of staff time Government departments CAN provide excellent customer service A critical step is learning how to defuse angry people so that the agency and the customer work TOGETHER Defusing Hostile Customers A Self Instructional Workbook For Public Sector Employees is a seminar in a book and contains an amazing collection of specific phrases and actions that can be learned by any public sector employee drawn from modern understanding of psychology of aggression and psycholinguistics There are over 80 specific tactics to be applied and most chapters contain hands on exercises and homework with key answers provided at the back of the book Here s just a taste of the content Government Context Nature of Hostile Behavior How Hostile Situations Escalate Principles of Defusing Art of Self Control Starting Off Successfully Using Co operative Language Verbal Self Defense Techniques Acknowledgment Tactics Countering Non Verbal Intimidation Referral Techniques Telephone Hostility Limit Setting There s even a chapter for managers and supervisors This third edition 2010 is a unique blend of science and art not available anywhere else and is based on the input of thousands of government employees over two decades

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