

10 positive phrases

FOR CUSTOMER SERVICE

1. It's My Pleasure

Offer customer service with the best possible attitude and smile in your voice.

2. I'd Be Happy To Recommend

If you don't have the service or product they are looking for, suggest suitable alternatives.

3. Thanks for Choosing Us

Your customer has a choice and they choose your company over your competition. Thank them and let them know how much you appreciate their business.

4. I'll Find A Solution

Letting customers know you're dedicated to solving their issue is a great way to start the interaction off right when helping a customer with a problem.

5. Happy To Help

Reinforce to your customers that making sure they walk away satisfied from the conversation is your goal and it is no trouble to be of service.

6. Thank You For Bringing This To Our Attention

Let the customer know that you appreciate their honest feedback. When a customer reports a flaw it can help eliminate future complications.

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. What Is Most Convenient For You?

Never inconvenience your customer. Ask for input and find out the time or solution that is most convenient for them.

9. I'm On It!

Show customers that you're not only ready to assist them, but that you're excited about doing it.

10. We Will Figure This Out

If a solution is not obvious, it may take time to figure out. Reassure your customer that you will find a way to resolve it.



Performance Phrases For Customer Service

Paul Bodine



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101 Sample Write-Ups for Documenting Employee Performance Problems Paul Falcone,2017-07-12 Whether you re addressing an initial infraction or handling termination worthy transgressions you need to be 100 percent confident that every employee encounter is clear fair and most importantly legal Thankfully HR expert Paul Falcone has provided this wide ranging resource that explains in detail the disciplinary process and provides ready to use documents that eliminate stress and second guessing about what to do and say In *101 Sample Write Ups for Documenting Employee Performance Problems* Falcone includes expertly crafted easily customizable write ups that address sexual harassment absenteeism insubordination drug or alcohol abuse substandard work email and phone misuse teamwork issues managerial misconduct confidentiality breaches social media abuse and more With each sample document also including a performance improvement plan outcomes and consequences and a section of employee rebuttal it s easy to see why this guide makes life for managers and HR personnel significantly easier when it comes to addressing employee performance issues

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