

Customer Care

Phone Script

GREETINGS

Greetings are important because they are a key part of communication and social interaction, and they can help people feel connected, welcomed, and accepted. This also applies in the business world.

- ✓ Greeting convey respect
 - ✓ Create a positive atmosphere
 - ✓ Leave a good impression
 - ✓ Makes the customer feel comfortable to communicate
-
- Thank you for calling MARK IT AFRICA. My name is [Agent Name]. How may I assist you today?"
 - "Good day, and thank you for calling MARK IT AFRICA customer care department. My name is [Agent Name]. Can you please provide your customer ID or account number to get started?"
 - "Thank you for contacting MARK IT AFRICA. You are through to the customer care department. This is [Agent Name]. May I have your account number to assist you better?"
 - "Hello, you've reached MARK IT AFRICA. My name is [Agent Name]. I'm here to help resolve any issues you may have. How can I assist you today?"
 - "Hello, and welcome to MARK IT AFRICA. My name is [Agent Name], and I'm here to help you get started. Do you have any questions or need assistance with anything today?"

ABRIDGED GREETINGS

- "Thank you for reaching out to our customer care team. How can we assist you?"
- "Hello, this is [Agent's Name] from the Customer Care team. How can I help?"
- "Welcome to MARK IT AFRICA customer care. What can we do for you today?"

Sample Customer Service Phone Script

L Darling-Hammond



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uncertainty complexity and ambiguity Specific examples of these challenges are related with the accelerated use of technology and artificial intelligence as well as more flexible work practices such as hybrid and platform based work The chapters in this volume cover the use of technology and gamification applicant discrimination and stigmatization and applicant reactions to technology mediated selection methods among others This book is the ideal text for students scholars and researchers of HRM Business and Management and Organizational Psychology It will also interest practitioners and professionals in the field The chapters in this book were originally published as a special issue of European Journal of Work and Organizational Psychology

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