

Impactful customer service phrases

- ✓ Let us help you.
- ✓ Always happy to help!
- ✓ I'm glad to hear that!
- ✓ We will be happy to assist you.
- ✓ Thanks for bringing this to our attention!
- ✓ I apologize for the inconvenience.
- ✓ How can I help you today?
- ✓ I'm happy to help!
- ✓ Let me know what you think!
- ✓ I'll do everything I can to help you.
- ✓ I'll keep you updated on the progress.
- ✓ Is there anything else I can assist you with?
- ✓ I understand how you feel.
- ✓ That's not the experience we want you to have.
- ✓ Can you give me a moment to check on that?
- ✓ We're committed to making this right for you.
- ✓ We're grateful for your loyalty.
- ✓ Thank you for your patience.
- ✓ I'd be happy to look into that for you.
- ✓ Let me see if I got this right...
- ✓ I'm so happy this worked out!

Perfect Phrases For Customer Service

Wenbin Ji



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Armstrong,2014-10-24 Customers now have many ways to get in touch with companies whether via phone and email or social media and online chats They have expectations and organizations need to meet those demands to remain competitive In this issue of TD at Work Rachel Armstrong details how talent development professionals can ensure that customer service teams are providing customer experiences that meet high standards She details The skills customer service teams need to meet customers expectations Techniques for training new hires for those skills Methods to effectively support customer service reps after the training program Ways to prepare reps for the futureTools and resources included in this issue are a needs assessment checklist and blended learning ideas and planning charts

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