

# 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

**Julie Todaro, Mark Smith**



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