

# 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

**Corey Sandler, Janice Keefe**



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