

Empathy Phrases for Customer Service Reps

- ☐ "I hear you."
- ☐ "Thanks for that suggestion."
- ☐ "I'm sorry to hear that."
- ☐ "Wow — you've overcome a ton of adversity."
- ☐ "I appreciate that feedback."
- ☐ "I understand how 'x' is preventing you from accomplishing 'y.'"
- ☐ "I completely agree with you."
- ☐ "We can work through this together."
- ☐ "That sounds extremely challenging."
- ☐ "I hear you, and I want you to be successful."
- ☐ Say nothing — just listen.
- ☐ "Let's turn this around for you."
- ☐ "I can see why you'd want that feature."
- ☐ "I would feel the same if I were in your shoes."

Good Customer Service Phrases

C Cleary



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Powerful Phrases for Effective Customer Service Renee Evenson, 2012 Let's face it dealing with customers isn't easy. They aren't always right or even pleasant. But experienced business author Renee Evenson ensures you always have the right words to defuse tense interactions. In *Powerful Phrases for Effective Customer Service* she covers thirty challenging customer behaviors and twenty common employee caused negative encounters to teach readers how to assess circumstances choose one of many appropriate responses and confidently and consistently deliver customer satisfaction. Helpful sample scenarios and tangible instructions bring the phrases to life while detailed explanations bolster your confidence so that you'll have the right words as tools at your disposal and the skills to take action and deliver those words effectively. Practical and insightful *Powerful Phrases for Effective Customer Service* ensures you'll never again be at a loss for what to say to customers. By incorporating language that communicates welcome courtesy rapport enthusiasm assurance regret empathy and appreciation you'll not only be capable of overcoming obstacles you'll strengthen all facets of your customer service.

Perfect Phrases for Customer Service, Second Edition Robert Bacal, 2010-12-03 THE RIGHT PHRASE FOR EVERY SITUATION EVERY TIME You've heard it a million times The customer is always right. But let's face it sometimes the customer is misinformed confused or downright difficult. The ability to handle such customers is what separates the serious professional from the average employee. *Perfect Phrases for Customer Service* second edition provides the language you need for everyday customer service situations and includes simple effective techniques that can help you meet even the most demanding customer needs. Master the most effective words and phrases for Defusing bad situations before they get worse. Handling complaints patiently and professionally. Satisfying customers and increasing sales. Building long term relationships with important customers.

The Complete Idiot's Guide to Great Customer Service Ron Karr, 2003-01-13 You're no idiot of course. You skillfully manage your kids temper tantrums diplomatically handle office politics and even pleasantly deal with your friends bickering. But when it comes to handling customer service you feel utterly lost. It's time to make great customer service an indispensable part of your daily operation. *The Complete Idiot's Guide to Great Customer Service* teaches you how to create the Service Difference service that genuinely pleases your customers and sets your organization apart from the pack.

Best Practices in Customer Service John A. Woods, 1999 *Perfect Phrases for Customer Service: Hundreds of Tools, Techniques, and Scripts for Handling Any Situation* Robert Bacal, 2005-01-20 Tools for pleasing even the most demanding customers. A satisfied customer is a loyal customer and in today's supercompetitive business economy few things are as crucial to a company's bottom line as the quality of its customer service. This latest title in the popular *Perfect Phrases* series is just the thing for customer service employees and those who train and manage them. *Perfect Phrases for Customer Service* gets you quickly up and running with everything you need to keep customers happy and loyal including Clear explanations of the reasons for difficult customer behaviors. Proven tools and techniques for successfully handling even

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3000 Power Words and Phrases for Effective Performance Reviews Sandra E. Lamb,2013-08-27 A comprehensive yet accessible handbook for writing and conducting meaningful effective performance reviews geared toward managers of all levels from the author of How to Write It Performance reviews are one of the best tools managers have to shape company talent and culture develop strong channels of communication with employees and create systemic change However the stress and struggle to find just the right words is often what managers and HR professionals dislike most about conducting employee evaluations In this pithy user friendly handbook author and writing teacher Sandra E Lamb lays out the best methods and proven tactics to administer productive evaluations that benefit both parties and the company Lamb teaches managers how to design scoring systems for employees that track progress with hard data how to best prepare for and conduct both in person and written reviews and the key words to use Covering hard and soft skills 3000 Power Words and Phrases for Effective Performance Reviews includes lists of powerful phrases and words that clearly describe performance both positive and negative including sections targeted to specific industries and jobs This guide empowers managers at all levels to master the art of performance reviews that achieve results

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