# Empathy Phrases for Customer Service Reps

- O "I hear you."

  (Thanks for that
- "I'm sorry to hear that."
- "Wow you've overcome a ton of adversity."
- "I appreciate that feedback."

suggestion."

- "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**

**Patrick Vollmar** 

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