

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

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MBA, MSc EMBA, ITC, FDA/BA(Hons)
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ELM.**

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