CUSTOMER SERVICE
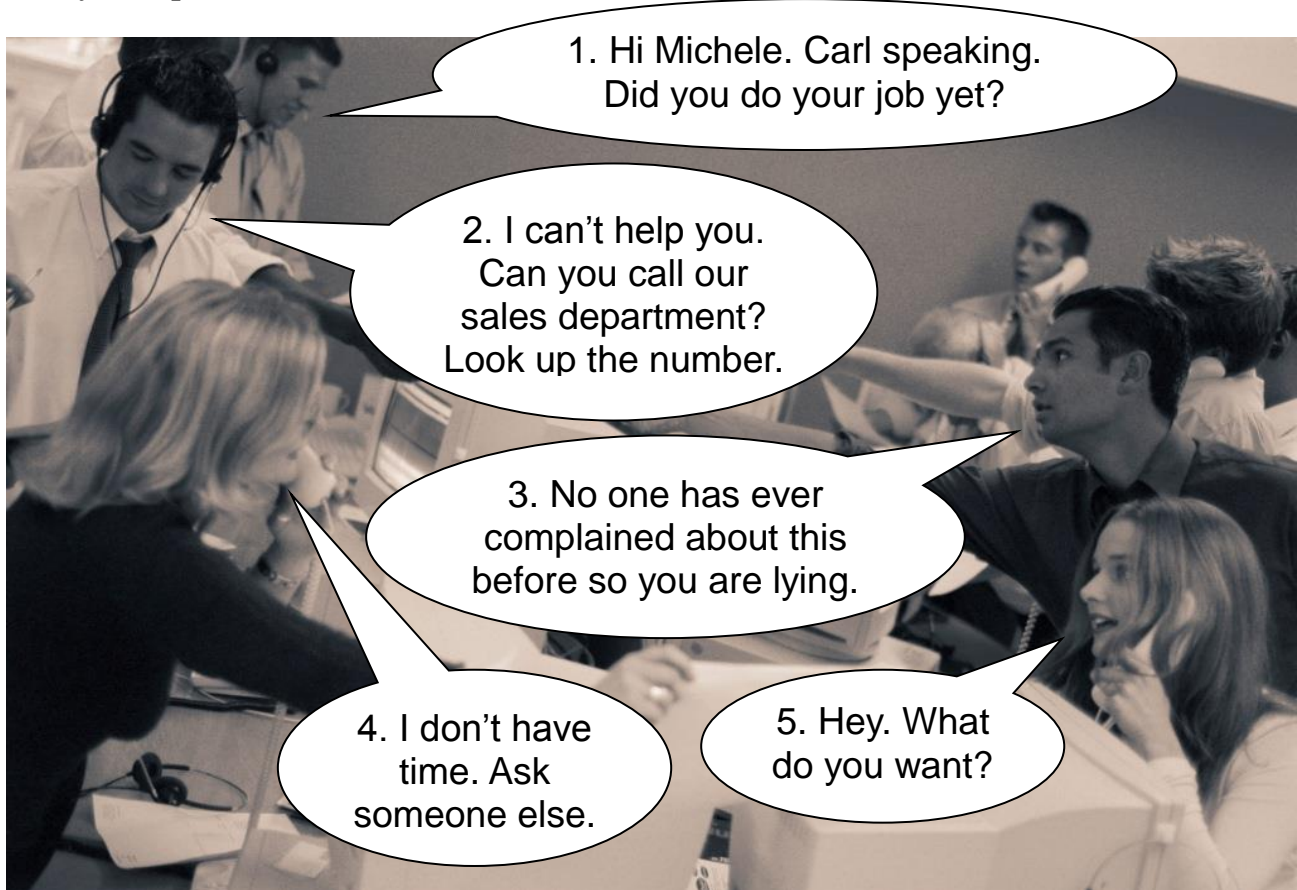
*Activity #1: Here are some things these customer service staff said over the phone. How can you improve them?

> 1. Hi Michele. Carl speaking. Did you do your job yet?

> 2. I can't help you. Can you call our sales department? Look up the number.

> 3. No one has ever complained about this before so you are lying.

> 4. I don't have time. Ask someone else.

> 5. Hey. What do you want?

1. _____
2. _____
3. _____
4. _____
5. _____

SOFTENING THE LANGUAGE

*Activity #2: The phrases below are ways to soften your language to make it sound better. Read the phrases and add some of your own ideas.

*Introducing yourself or answering the phone:
1. Good morning. This is David. How may I help you today?
2. Hello. This is Mary speaking. How may I be of service?
3. May I speak with Marina Smith?
4. Hello, this is John Block calling for Marina Smith.

5. Good morning Marina. This is John Block from ABC Company calling.
6. Good morning, ABC Company. How may I help you?
7. ABC Company. John Block speaking.
8. _____

*Connecting someone:
1. Thank you for calling ABC Company, how may I direct your call?
2. One minute please, I'll transfer you now.
3. Please hold while I put you through.
4. Let me see if John is available.
5. One moment, please.
6. _____

*Putting someone on hold:
1. Jim is on another line at the moment. Would you like to hold?
2. I'm sorry; I have a call on the other line. Could you please hold?
3. Could you wait one moment please?
4. Just one moment. I'll check…
5. Please hold…
6. _____

*Describing issues:
1. There are a few minor issues which we will resolve as soon as possible.
2. I would like to inform you that we have some issues but we are resolving them quickly.
3. We are experiencing a few technical difficulties but our staff is working on resolving them.
4. _____

*Saying you don't understand:
1. I'm sorry; I don't understand your concern.
2. I'm not quite sure I follow you. Do you mean that…
3. I'm sorry. What do you mean by that?
4. So what you are saying is that… Is that correct?
5. Could you repeat that please? I didn't understand.
6. I'm sorry; I didn't catch what you just said.
7. Could you please speak a little slower?
8. Could you please speak a little louder?
9. _____

*Simplifying the language:
1. Let me explain in more simple terms.
2. Let me explain it in a slightly different way.
3. I would like to say that…
4. I meant to say that…
5. _____

*Clarifying what your caller says:
1. Can you please spell that for me?
2. How do you spell your last name?
3. And the company name again was, Nybo Industries?
4. Let me repeat your information to make sure I got it right.
5. _____

*Describing the reasons for the errors:
1. We figured out the issue…
2. The error was due to a mistake at our end.
3. The reason for the issue is still unknown. Give me time to check it and I'll reply immediately.
4. _____

*Taking a message for someone:
1. I'm sorry, John's not here at the moment. Can I take a message?
2. John is in a meeting at the moment. May I ask who's calling?
3. John is at lunch. Would you like to leave a message?
4. John has left for the day. Would you like to leave a voicemail?
5. _____

*Leaving a message for someone:
1. Please tell him that Susan called and ask him to call me back. My number is…
2. Please ask him to call Susan when he gets in.
3. He's not in? Please put me through to his voicemail.
4. When do you expect him back in the office?
5. I need to speak to him on an urgent matter. Please have him call me as soon as he gets in.
6. _____

*Ending a conversation:
1. It's been great talking with you. I have a meeting now so I better run.
2. Thanks for calling. I'll speak with you again soon.
3. I have another call coming in. Good talking to you.
4. _____

*Activity #3: On the back of this sheet, write a conversation between a customer and a customer service agent.

*Activity #4: Speaking
Have a practice conversation with someone… Do you deal with customers? Have you ever dealt with a mad customer? How do you like dealing with customers (by email, face-to-face, by phone)? What is the most difficult part about dealing with customers? What is difficult about it?