

## Language Focus

### When Greeting a Customer

- Good morning, afternoon, evening (*sir, madam or Mr./Ms./Mrs....(name)*)
- Thank you for calling .....
- How may I help you ...

### Forms of Address:

- Sir/Madam
- Mr. / Ms. / Mrs.....(*name*)
- Professor / Doctor
- Your Highness / Your Excellency



### To Ask Information from a Customer:

- May I know your name and company please?
- Who would you like to speak with / To whom would you like to speak?
- Are they expecting your call?
- May I please.....
- Would you please .....

### To Transfer a Call or Ask a Customer to Hold:

- Please hold while I transfer you to their extension
- One moment please (*sir, madam or Mr./Ms./Mrs....(name)*)
- Please hold while I get that information for you

Never leave a customer on hold indefinitely. If they are waiting to speak to another person, always check back with them after a couple of minutes.

Eg. "I'm afraid Ms. Sokunthea is not available yet. Would you like to continue holding?"

### To Take a Message

- Would you like to leave a message?
- Can I take a message for Mr. \_\_\_\_\_



## Exceptional Customer Care

### To Give a Positive Answer to a Request

- Yes / My pleasure / Certainly
- We would be happy to do that (*sir, madam or Mr. /Ms./Mrs.... (name)*)

### Remember, we are here to help the customer

To do that we must understand their needs. Ask questions to clarify your understanding of the customer's request.

#### For example:

- When would you like that Madam?
- Can I confirm those details with you? (read back the key parts of what they have requested)
- How many would you like?
- Could you please repeat that?

Ask questions to check if your understanding is the same as caller's request.

Use re-phrasing or paraphrasing to confirm all details .

### How to Politely Say You Can't Do Something:

- I'm afraid we are not able
- I'm sorry, that is not a service offered by our company .

### Don't Just Say No.

Your job is to help the customer. Remember, even if someone doesn't buy today, they may come back tomorrow.

### Key tip

If you can't do something, try to suggest an alternative

We do not have *this* .... available today, but *OR* We are not able to .....,  
but

- may I offer you....
- may I suggest....



Ask the customer do they need anything more:

- Is there anything else I can do for you today?
- Do you need any further assistance?

When responding to a "thank you", you can say:

- You're most welcome!
- It was my pleasure

To thank a caller:

- Thank you for your call (*sir, madam or Mr./Ms./Mrs.... (name)*)

### Wrong Approach

"I don't know"  
"No."  
"That's not my job."  
"You're right - this is bad."  
"That's not my fault"  
"You need to talk to my manager."  
"You want it by when!"  
"Calm down."  
"I'm busy right now."  
"Call me back."



### Polite and Friendly Alternative

"I'll find out."  
"What I can do is..."  
"Let me find the right person who can help you with ..."  
"I understand your frustrations."  
"Let's see what we can do about this."  
"I can help you."  
"I'll try my best."  
"I'm sorry."  
"I'll be with you in just a moment."  
"I will call you back, what is your telephone number."

