

STATEMENTS TO AVOID HANDOUT ANSWER KEY

Which of the following statements have you heard (or used yourself) when dealing with a customer service representative?

1. Yes No Mr. Blue is still on break. May I help you?
 Correct: Mr. Blue is away from his desk, can I help you?
 (Note: “still” indicates he should have been back.)

2. Yes No Your problem should be resolved now.
 Your problem is resolved now.
 (Note: no one wants to feel their problem may be resolved, they want it resolved.)

3. Yes No Mr. Blue is busy working with management on a big customer issue, can he call you back as soon as he is available.
 Mr. Blue is unavailable, can I help you?
 (Note: saying Mr. Blue is working a big customer problem indicates that the company has issues and, besides, what is this customer, chopped liver? This customer’s problem is important too.)

4. Yes No I am sorry for the inconvenience this may have caused you.
 I am sorry for the inconvenience this has caused you.
 (Note: no weak words like “may”.)

5. Yes No Mr. Blue was feeling sick and left to see a doctor.
 Mr. Blue is unavailable, can I help you?
 (Note: do not give personal details unless it is a family member calling.)

6. Yes No I am sorry that you haven’t heard from the billing department yet, but they are backlogged.
 I am sorry for the inconvenience this has caused you; I will contact the billing department and make sure they contact you.
 (Note - never indicated a work problem like backlogged.)

7. Yes No Mr. Blue is not in yet. Can I help you?
 Mr. Blue is unavailable. Can I help you?
 (Note - yet means he should have been in already which, even if true, is none of the customer’s business.)

8. Yes No Mr. Blue went home early. Can he call you tomorrow?
 Mr. Blue is unavailable. Can I help you?
 (Note - went home early is too much personal detail for a customer.)

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Revision 8.1

Work Certified™ 1.2016