

STATEMENTS TO AVOID COMPETENCY ANSWER KEY

1. “You should receive your refund by the end of next week.”
Your refund will arrive by the end of next week.
NOTE: Never use words like “should.” Be direct and positive.
2. “Mr. Blue left early. Call back tomorrow morning.”
Mr. Blue is unavailable. How may I help you?
NOTE: Customers should not be given any personal information such as Mr. Blue having left early.
3. “I’m sorry for the inconvenience this may have caused you.”
I’m sorry for the inconvenience this caused you.
NOTE: Do not use the word “may”.
4. “Mr. Blue has still not returned from his lunch meeting. Why don’t you call back later.”
Mr. Blue is in a meeting. I will have him call you as soon as he gets back.
NOTE: There is no need to identify the meeting as a lunch meeting and the word still indicates that you expected him back but he is running late. Do not use words such as “still”.
5. “I know we have had a lot of problems with our billing department. Don’t worry, I have just updated your records with the correct amount.”
I will correct your problem immediately and send the information to our billing department to update your account. You will see the correction on your next billing statement.
NOTE: Never tell a customer that you are having internal problems. You always want to present your company in a positive light to customers so they will continue to do business with the company, keeping everyone employed.
6. “Mr. Blue cannot come to the phone. He isn’t feeling well. He is sweating bullets.”
Mr. Blue is unavailable. If you tell me the nature of your problem I will direct you to someone else who can help you immediately.

NOTE: There is no need to provide customers with the health details of Mr. Blue.