

FIT's Dirty Dozen

Delivering the negatives positively

R.I.P. Words and Phrases

A Positive Alternative

- | | | |
|-----------|--|---|
| 1 | Sorry to keep you waiting/holding | Thank you for waiting / thanks for your patience / thank you for holding (the line) for me |
| 2 | Don't worry, it shouldn't be a problem | Be assured, I'm confident that... / I can assure you that.../ I'll take care of that for you / I'll sort that out for you |
| 3 | Bear with me, I won't be a second | Let me just check that for you / just a moment whilst I look into that for you / I'll only be a moment whilst I... |
| 4 | No problem / no worries | Certainly.../ my pleasure.../ I'll do that for you |
| 5 | No trouble / that's not a problem | You're welcome / happy to help / glad I could help |
| 6 | Sorry about that... (our error) | Oh! I'm surprised that's happened / this is very unusual.../ on behalf of (company/colleague/team) I do apologise / my apologies... |
| 7 | The problem is / the trouble is... | The position is.../ the situation is.../ let me explain what's happened / let me tell you how things stand at present |
| 8 | Leave it with me and I'll get back to you | I'll certainly look into this for you and get back to you by / before / within (timeframe) |
| 9 | Don't hesitate to contact us if you have any problems | Feel free to contact me.../ do get in touch.../ please call if you have any further questions / require further help / need any more information / support / advice about... |
| 10 | You've come through to the wrong dept, you'll have to call... | So that you're speaking to the right / best people who can help you, let me transfer you to.. / Put you in touch with our XYZ team / my colleague (name) who looks after / specialises in.. (WIIFY) |
| 11 | Sorry about this, the system is slow / our systems are down | Thanks for your patience, I'm just getting those details for you now / let me take some initial details from you whilst my system wakes up! |
| 12 | I'm afraid that I'm not available | I'm available Friday this week, although I'm fully booked for Thursday now. |

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