

# POSITIVE PHRASES FOR CUSTOMER SERVICE

1

## IT'S MY PLEASURE

Offering great customer service means taking a servant position. Offer the best service possible - with a smile.

2

## I'D BE HAPPY TO RECOMMEND

If you don't provide a service they're looking for, find some suitable alternatives and offer them to leave your customer impressed with your service.

3

## THANKS FOR CHOOSING US

Your customer had a choice and chose you. Thank them and recognize their choice to work with you instead of your competition!

4

## I'LL FIND A SOLUTION

Letting customers know you're dedicated to finding a solution ASAP is the perfect way to start a customer service interaction off right.

5

## WHAT IS MOST CONVENIENT FOR YOU?

Don't inconvenience your customer. Ask for input and find out the time or solution that is most convenient for them.

6

## YOU MADE MY DAY

Saying, "That absolutely made my day!" will brighten their day and accurately convey how much you appreciate the compliment.

7

## HOW CAN WE MAKE THIS RIGHT?

Leave the solution up to the customer sometimes and you'll be surprised at how little it takes to rectify the situation.

8

## I COMPLETELY AGREE WITH YOU

If you agree with the customer, say so. And if you don't, find a tactful way to express it - i.e., "I'll have to double check to ensure that aligns with our policy."

9

## I'M ON IT!

Show customers that you're not only ready to assist them, but that you're excited about doing it by saying "I'm on it!"

10

## WE WILL FIGURE THIS OUT

If a solution isn't obvious, it may take time to figure out. Reassure your customer that you'll figure it out - it means a lot.



# Sight Words List How To Customer Service

**Terry C. Jones**

## **Sight Words List How To Customer Service:**

**Customer Service For Dummies** Karen Leland,Keith Bailey,2011-03-03 Customer Service For Dummies Third Edition integrates the unbeatable information from Customer Service For Dummies and Online Customer Service For Dummies to form an all in one guide to customer loyalty for large and small businesses alike The book covers the fundamentals of service selling and presents up to date advice on such fundamentals as help desks call centers and IT departments Plus it shows readers how to take stock of their customer service strengths and weaknesses create useful customer surveys and learn from the successes and failures of businesses just like theirs Karen Leland and Keith Bailey Sausalito CA are cofounders of Sterling Consulting Group an international consulting firm specializing in quality service consulting and training for such clients as Oracle IBM Avis and Lucent

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## *The Complete Learning Disabilities Directory* Grey House Publishing,2007-09      **Reading**

**Diagnosis for Teachers** Rebecca Barr,Marilyn W. Sadow,1995      **Research in Education** ,1973      *Reading for Information in Elementary School* Nancy Frey,Douglas Fisher,2007 Reading for Information in Elementary School Content Literacy Strategies to Build Comprehension was written to give k 5 teachers the tools they need to lay an educational groundwork that promotes students success with informational text from the early grades Packed with research based classroom proven strategies the book follows a before during and after reading format that models the most effective approach to reading for information focusing on the processes required to develop content literacy You ll meet the teachers sit in on their lessons witness their students responses and come away from this book with a model for teaching your students to read successfully for information and a handbook of proven strategies to implement Features Examples of instructional strategies This book follows six elementary teachers grades K 5 as they utilize strategies with informational texts These examples are detailed and include student and teacher dialogue to provide readers with the sense they are watching the lesson unfold Each focus instructional strategy is research based The instructional strategies outlined in this book have a research base and have been implemented in schools across the country Margin notes provide readers with additional information and resources Readers are referred to other sources of information at common places that they may

have questions A clear process for organizing instruction is provided The strategies and texts presented in the book follow the before during after instructional organization used by teachers to foster reading comprehension Book covers of informational texts Each chapter features the covers and bibliographical information of some of the best informational texts available today *Sierra Educational News*, 1921 **Teaching Children to Read** Douglas Ray Reutzel, Robert B. Cooter, 2004 For Elementary Reading Methods courses This comprehensive and balanced look at literacy practice has long been one of the most popular reading methods texts available The text begins by introducing seven principles for comprehensive reading instruction and then explains the theoretical foundations of teaching reading Part I builds on those foundations with specific methods in Part II and then in Part III it describes how to create a variety of learning centers and how to plan developmentally appropriate reading curriculum for students in both K 3 and 4 8 classrooms chapters 12 and 13 provide a continuum of knowledge by describing classroom organization and curriculum for grades 4 6 and 6 8 *Western Journal of Education*, 1909 *Newson Readers* ... Catherine Turner Bryce, Rose Lees Hardy, Edna Henry Lee Turpin, 1927

**The Materials of Reading** Willis Lemon Uhl, 1924 Every supervisor and teacher of reading and literature is required to select and organize content for courses Even if a course of study is uniform for a city or state the successful teacher must supplement and reorganize the prescribed content to meet the needs of a specific class The purpose of this book is to facilitate such selection and organization by presenting an interpretation of the experiences of thousands of teachers and the conclusions of many investigators This book is intended for all teachers and prospective teachers of reading and literature *What Research Has to Say about Fluency Instruction* S. Jay Samuels, Alan E. Farstrup, 2006 An indispensable resource for classroom teachers and teacher educators alike the reader friendly text offers a range of expert perspectives on the key aspects of fluency **Washington Education Journal**, 1921 **Bulletin** Virginia. State Board of Education, 1922

**The Teacher's Journal**, 1911 **The Teachers College Journal**, 1942 No 6 of v 2 includes abstracts of unpublished master's theses 1929 30 *Primary Education*, 1907 *The Software Encyclopedia*, 1997 **Childhood Education**, 1925 Includes music *The School Journal*, 1906

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