**A close-up of a logo

Description automatically generated32 Phrases to Use With an Angry Customer**

| # | Statement Example |
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| 1 | "It’s understandable that you’re upset, and I want to help you get this sorted out." |
| 2 | "I can see this has been upsetting, and I want to do everything I can to help you." |
| 3 | "Thank you for letting me know about this issue. I’m here to assist you and make sure it’s taken care of." |
| 4 | "Calling us was the right thing to do" |
| 5 | "I'll let you explain the situation first, and then we'll find you a solution" |
| 6 | "Please feel free to tell me anything you think is relevant" |
| 7 | "I can certainly understand why this is distressing" |
| 8 | "Your issue is a cause for concern – let's find out why this happened" |
| 9 | "I would feel the same in your situation, but we will sort this out" |
| 10 | "Your experience does not meet our expectations" |
| 11 | "I know how frustrating it can be – let's see how I can help you" |
| 12 | "I can certainly appreciate how you feel" |
| 13 | "Thank you for bringing this to my attention" |
| 14 | "Let me check I've got all the facts straight" |
| 15 | "This will help to make sure that I'm definitely the right person to assist you" |
| 16 | "To guarantee you get the best possible help, I may bring my supervisor into the call" |
| 17 | "Is there anything else about the situation I need to know?" |
| 18 | "I'll do this for you as quickly as possible" |
| 19 | "Let’s work together to solve this" |
| 20 | "If you're not happy, I'm not happy" |
| 21 | "I'm as surprised as you are that this has happened – let's sort it out" |
| 22 | "Let's make sure you get what you need from this situation" |
| 23 | "Here's an idea - tell me what you think of this" |
| 24 | "Your issue is unusual, but I have dealt with similar cases before and I can help you" |
| 25 | "In my experience the best way to proceed is\_\_\_\_\_. How does that sound to you?" |
| 26 | "I'll investigate this right away and find out why your experience has suffered" |
| 27 | "There are a few ways to address this – we just need to find the best fit for you" |
| 28 | "I know this isn't how you want to spend your morning, and I can offer you this solution" |
| 29 | "I’m really sorry you’ve had to go through this. Now that I understand what’s happened, let’s see what we can do to make things right." |
| 30 | "I hear you, and I’m sorry you’ve had to deal with this. Let’s focus on getting this resolved so you don’t have to worry about it anymore." |
| 31 | "Thank you for letting me know all the details. I can see how challenging this has been, and I’m here to help fix it." |
| 32 | "I appreciate you explaining everything. I can tell this has been really frustrating, and I’m ready to assist you in getting this sorted out." |