**A close-up of a logo

Description automatically generated21 Phrases to Use With an Angry Customers**

|  |  |
| --- | --- |
| # | Statement Example |
| 1 | “I'm so sorry that you feel this way, Mrs Brown..." |
| 2 | "As a solution,..." |
| 3 | "May I suggest that...?" |
| 4 | "What I'll do right now is..." |
| 5 | "We really do appreciate this feedback, Mrs Brown..." |
| 6 | "May I arrange for an update call, at a time most convenient for you?" |
| 7 | "Thank you so much for letting us know about this, Sir/Madam..." |
| 8 | "I'm so sorry to hear about this, Mrs Brown..." |
| 9 | I completely understand how you feel, Sir/Madam..." |
| 10 | "Thank you so much for your patience/understanding, Mrs Brown..." |
| 11 | "I will action this for you right away..." |
| 12 | "I truly understand your concern, Sir/Madam, but unfortunately we cannot tolerate the kind of language you are using right now..." |
| 13 | "I'm going to do my very best to help you, Mrs Brown..." |
| 14 | "You seem very upset, Mrs Brown. Would you prefer to continue this conversation through email or post?" |
| 15 | "I'm sorry you're so upset, Sir/Madam. Would you like for us to call you back when you feel a little calmer?" |
| 16 | "I apologise, Mrs Brown, but if you continue to use this language, I will be forced to end this call." |
| 17 | "I do understand the inconvenience you've faced, Sir/Madam..." |
| 18 | "Let me see how I can fix this, Mrs Brown..." |
| 19 | "I recommend that you (Insert action here), Sir/Madam, so that I can take further action without delay." |
| 20 | "I am more than happy to help you, Mrs Brown..." |
| 21 | "For the quickest resolution, I would request you to..." |