**A close-up of a logo

Description automatically generated12 Examples of Positive Scripting For Customer Service**

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| # | Positive Scripting Examples |
| 1 | “Hello! Welcome to [Company Name]. How can I make your day better today?” |
| 2 | “Good [morning/afternoon/evening]! Thank you for calling [Company Name]. It’s a pleasure to assist you! How may I help you?” |
| 3 | “I’m truly sorry to hear that you’re experiencing this issue. Let’s resolve this quickly so you can get back to enjoying our service.” |
| 4 | “I completely understand how frustrating this must be. I’m here to help, and we’ll find a solution together.” |
| 5 | “Thank you so much for your patience. Has the issue been resolved to your satisfaction? Is there anything else I can do to enhance your experience?” |
| 6 | “Absolutely, I’d be delighted to help with that. Here’s the information you need: [provide details]. Is there anything else you’d like to know?” |
| 7 | “It was a real pleasure assisting you today. If you have any other questions, please don’t hesitate to reach out. Have a fantastic day!” |
| 8 | “Thank you for your call. We’re always here to help, so please contact us anytime. Take care and have a wonderful day!” |
| 9 | “Your policy doesn’t cover that, but I can check if we can offer that to you in a different package.” |
| 10 | “The item is out of stock. Would you like me to pre-order it for you so it will be with you in 4 weeks?” |
| 11 | “I’m sorry it’s not arrived yet. Let me check with the courier and see when delivery can be arranged.” |
| 12 | “I’m sorry that I can’t offer you a refund, but since you are still under warranty, we can offer you a free repair.” |