

Customer Experience
It's how you say it



The table below contains workplace situations that require good customer service skills. Read each initial employee response in the *Instead of Saying...* column, then rephrase it in a more positive way within the *Try Saying...* column. The purpose is to practice demonstrating that you've listened carefully to their request and acknowledge him/her as a person by 'solving' the problem or providing alternatives. Two examples are given.

Situation	Instead of Saying...	Try Saying...
Example #1: A customer calls at 8:55 p.m. wanting to come to the store to buy shoes tonight.	"Our store closes at 9 p.m. We will be gone by the time you get here."	Thank you for your interest in buying shoes at our store. We are open every day from 10 a.m. until 9 p.m. We would love to help you then.
Example #2: A customer requests an item that is no longer on the menu.	"We don't carry that menu item anymore."	Thank you for choosing our restaurant for lunch today. Although we do not carry that item any longer, I can recommend several other items that are equally delicious.
1. You must inform a customer that the canoe rents \$10 higher than they expected.	"We haven't rented that canoe at \$35 for years."	
2. When a customer finally reaches you, he complains about the long wait.	"I am working as fast as I can. Can't you see we are really busy?"	
3. An angry customer calls to say she received a cancellation notice in the mail and did <u>not</u> cancel her intended visit.	"Don't yell at me. It is not my fault if your booking was somehow canceled."	
4. A customer asks a technical question that you are unable to answer.	"I don't know the answer to that question."	
5. You work in the receiving department of a grocery store. A customer asks for help with cheese as you're passing through.	"That is not my job. I can't help you."	