

WHEN THE CALLER IS ANGRY OR UPSET...

1. Apologize

- ❖ I'm sorry to hear that.
- ❖ I'm so sorry that happened.
- ❖ I apologize for the issues you've been having.

2. Empathize

- ❖ That must be frustrating / upsetting.
- ❖ That seems like a challenging situation.
- ❖ It sounds like this has been really difficult for you.

3. Act

- ❖ I'm here to help.
- ❖ I'll do my best to help you.
- ❖ I'd be happy to look into that for you.
- ❖ Let's get this taken care of for you.
- ❖ I'd be happy to have someone reach out to you.

4. Thank

- ❖ Thank you for your feedback.
- ❖ Thank you so much for your patience.
- ❖ Thank you for letting us know about this issue.

5. Resolve

- ❖ I'll make sure this gets to the right person.
- ❖ We will work on getting this resolved for you.
- ❖ I'll send this message along for you right away.