

# WHAT TO SAY TO THE YELLING OR CURSING CUSTOMER

“I’m trying to help you, but if you continue to yell and swear, I am going to ask that you call back another time. It’s up to you. You can talk reasonably, or you can call back.”

“I’m sorry. It isn’t possible to help while listening to that language. If it stops, I can help.”

“If a few minutes helps you calm down before we continue, that would be okay. You can certainly call me back.”

“I want to help you, yet the language is getting in the way.”

**Note:** *Your tone is critically important with the above statements. You must come across calm, neutral, and non-threatening.*

# WHAT TO SAY TO THE CUSTOMER WHO WANTS TO SPEAK TO A SUPERVISOR

“I’m sorry you feel you need to talk to someone else, but that’s the reason I’m here. I have been given full authority to help resolve your concerns. May I have the opportunity to address this first?”

“Please give me a chance to try and fix this for you. That’s why I’m here.”

# WHAT TO SAY WHEN YOU CANNOT HONOR THE REQUEST FOR REFUND DUE TO CONSUMER ERROR

“It is our company policy that we cannot pay a claim that involves consumer error. We have a responsibility to the company to uphold the integrity of our products. When a product performs as expected and has no deficiencies, we cannot take responsibility and accordingly can offer no financial assistance.”

“Although you might not agree with my decision, I’d like to explain it so you can at least understand.”

“We appreciate hearing about your experience, but we cannot compensate you in this matter because you failed to follow instructions/did not read instructions/misused the product.”

# WHAT TO SAY TO THE RAMBLER OR STORYTELLING CUSTOMER

“Before we hang up I want to be sure to tell you...” This statement psychologically leads the customer toward the end of the conversation.

“I don’t want to take up any more of your time so let me give you...” You can make this statement even when the customer has called you.

“One last thing I need to tell you....”

“I have all the information I need so I’ll now....”

“Please help me understand where this conversation is taking us.”

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# **ADOPT & APPLY**

**USE THE SPACE BELOW TO ADAPT THESE RESPONSES TO FIT YOUR UNIQUE SITUATIONS.**