



R.I.P. Words and Phrases	A Positive Alternative
Sorry to keep you waiting/holding	Thank you for waiting / Thanks for your patience / Thank you for holding (the line) for me
Don't worry, it shouldn't be a problem	Be assured, I'm confident that... / I can assure you that.../ I'll take care of that for you / I'll sort that out for you
Bear with me, I won't be a second	Let me just check that for you / Just a moment whilst I look into that for you / I'll only be a moment whilst I...
No problem / no worries	Certainly.../ My pleasure.../ I'll do that for you
No trouble / that's not a problem	You're welcome / Happy to help / Glad I could help
Sorry about that...(our error)	Oh! I'm surprised that's happened / This is very unusual.../ On behalf of (company/colleague/team) I do apologise / My apologies...
The problem is... / The trouble is...	The position is.../ The situation is.../ Let me explain what's happened / Let me tell you how things stand at present
Leave it with me and I'll get back to you	I'll certainly look into this for you and get back to you by/before/within (timeframe)
Don't hesitate to contact us if you have any problems /queries/issues	Feel free to contact me.../ Do get in touch.../ Please call if you have any further questions/require further help/need any more information/support/advice about...
You've come through to the wrong dept, I'll have to transfer you.../ You'll have to call/go to...	So that you're speaking to the right/best people who can help you, let me transfer you to.../ Put you in touch with our XYZ team / My colleague (name) who looks after/specialises in...(WIIIFY)
Sorry about this, the system is slow / Our systems are down	Thanks for your patience, I'm just getting those details for you now / Let me take some initial details from you whilst my system wakes up!
BAD NEWS...	Focus on the CAN DO's Tell your customer what you CAN DO before telling them what you CAN'T DO ie. use the TAPE TECHNIQUE
I'm afraid that...	Example: "I can certainly get you booked in for Friday this week, at that time, although Marie is fully booked for Thursday now"
Unfortunately...	Example: "I can definitely arrange to change your payment details from the 1st of next month and set up a new direct debit for you, however the cut-off date for this months payment run has already passed"
I'm sorry but...	Example 1: "I can agree to waive the late payment fee for you for the last month, although I'm unable to refund the previous 3 months as you didn't contact us to make us aware of your situation" Example 2: "I can certainly take a message for Marie and ask her to call you as soon as she's free, although she's in a client meeting just now"

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