



Powerful Phrases for Effective Customer Service: Over 700 Ready-to-Use Phrases and Scripts That Really Get Results

RENÉE EVENSON

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Let's face it, dealing with customers isn't easy. They aren't always right—or even pleasant—but knowing the right words to use can make all the difference.

Powerful Phrases for Effective Customer Service shares over 700 phrases and scripts that have been proven time and again to defuse even the most difficult interactions. Covering 30 challenging customer behaviors and 20 tough employee-caused situations, this indispensable reference makes it easy for readers to assess the circumstances, find the appropriate response, and confidently deliver satisfaction to every customer. In addition, readers will learn how to incorporate language into their daily routine that communicates welcome, courtesy, rapport, enthusiasm, assurance, regret, empathy, and appreciation. Every chapter includes helpful Do This! sample scenarios that bring the phrases to life as well as Why This Works sections that provide detailed explanations.

Practical and insightful, Powerful Phrases for Effective Customer Service ensures that employees will never again be at a loss for words when dealing with customers.



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