LECTURE 4
ROLE PLAY USING CONVERSATION STARTERS

CUSTOMER SERVICE REPRESENTATIVE CALMING DOWN AN ANNOYED CUSTOMER

OR

REFUSING A SERVICE IN A POLITE MANNER

YOU MAY TAKE A SUPPORT FROM THE GIVEN SAMPLES

How may I assist you?

Great, I'm happy to hear you've been satisfied.

Your satisfaction is our top priority, and we are committed to making things right.

We deeply apologize for the inconvenience.

How may I help you?

I would find better service at a bum house than this stupid place. I promise if you keep ripping me off like this, I will come in with a black van and burn this place to the ground tomorrow. You all better watch out and give me my damn money back if nothing.

Thank you very much for your cooperation! Right after you hung up this call, you'll receive an SMS / email with the confirmation of your complaint and the call log number for further tracking!

We hope that everything sounds clear to you now. If you have any further questions, please don't hesitate to contact me.

We completely understand how frustrating this situation must be, and please be assured that our team is working tirelessly to resolve it as quickly as possible.

Fantastic, thank you! I will send you further details shortly. I'll talk to you soon, have a nice day!

Is there anything else I can help you with today?

I'm sorry, Mr. X, but in order for me to help you resolve your issue, I'm asking you to please stop using this offensive language.

I would like to help you find a resolution, but I'm afraid I will have to put the phone down if we continue like this."

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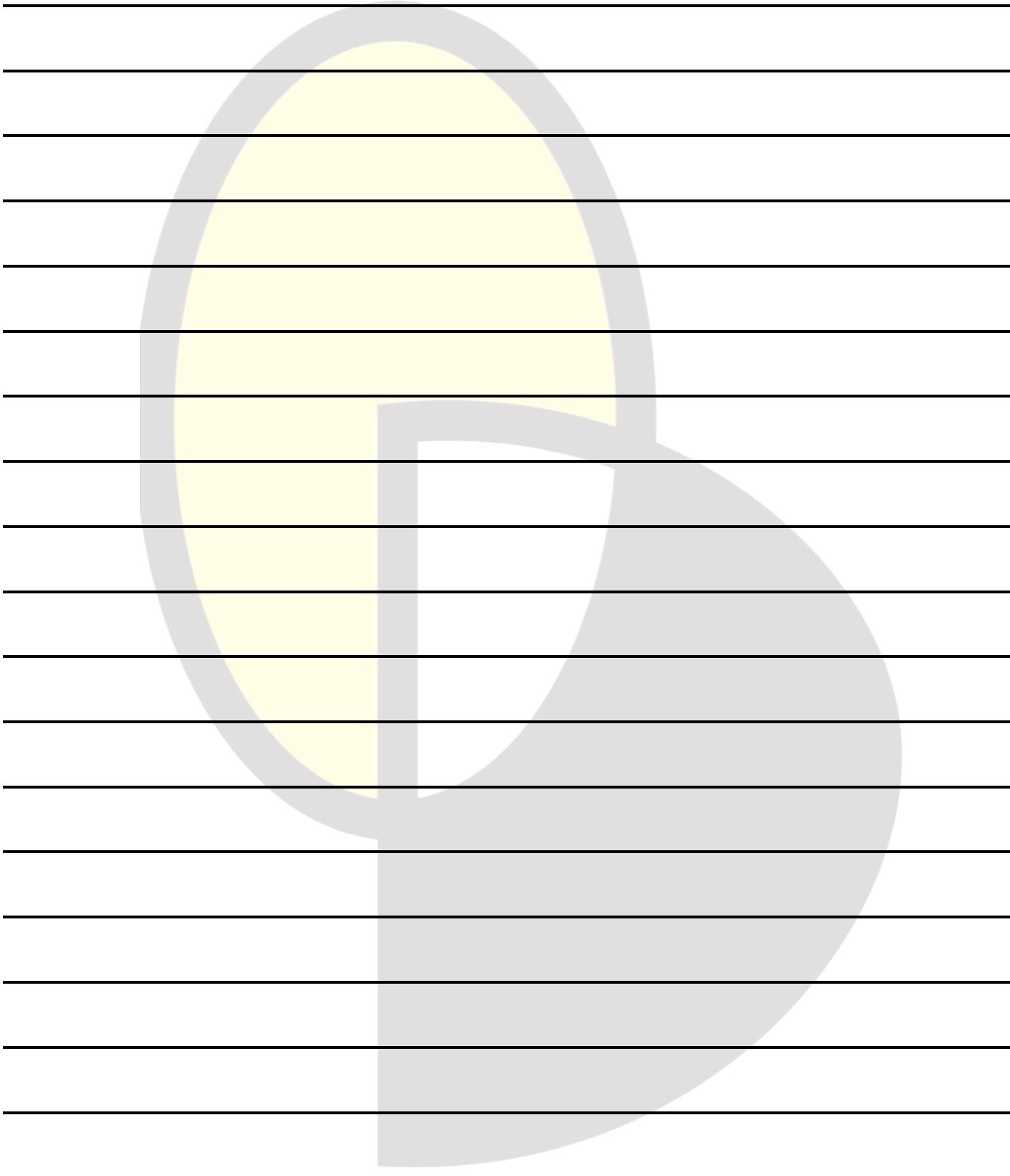
SUGGESTIONS:

- Humble listening
- Assuring him you understand the raised issue and feelings of the customer
- Expressing apology

- Asking for some time to verify the issue and the reason.
- Proposing the solution and asking for the consent to go further.
- React accordingly. In case customer misbehaves, CSR calms him. In case customer becomes more aggressive, CSR warns him politely to disconnect the call.
- Sympathize, empathize and apologize.

TRICKY PART

You are not allowed to speak one sentence answer or ask one sentence question

ACTIVITY

Take 10 minutes of preparation and then perform with your partner

FEW USEFUL LINKS

https://www.sqmgroup.com/resources/library/blog/how-to-handle-angry-abusive-customers#:~:text=The%20agent%20should%20give%20the,stop%20using%20this%20offensive%20language.%22

https://www.givainc.com/blog/script-examples-of-angry-customer-situations/

https://youtu.be/lfClcCmBuQU?si=oR9CxTRVkyAVsDMV
https://youtu.be/yVGkxd-tmAE?si=0_Vr7th62I4GpqN5
https://youtu.be/F2kJeD_cl5w?si=0XDKpy93dHZjNQrN