

Guest Services Communication

“A Different Way to Say it”

Instead of This...

Say This!

<i>“No” we can’t...</i>	<i>“Yes.” Yes we can schedule you in tomorrow as we do not have space today.</i>
<i>No problem.</i>	<i>It was my pleasure.</i>
<i>I can’t.</i>	<i>Let me find a supervisor who can help you.</i>
<i>They (ghost army)</i>	<i>I can ____ (take responsibility).</i>
<i>The Computer (blaming)</i>	<i>Please have a seat and let me research your question.</i>
<i>That’s not my fault.</i>	<i>Let’s see what we can do about this.</i>
<i>That’s not my job.</i>	<i>Let me find the person who is in charge of that area.</i>
<i>It’s above my pay grade.</i>	<i>Let me find out who is responsible for that, give you their contact information, or call them now.</i>
<i>But...</i>	<i>However...</i>
<i>Why? (accusatory)</i>	<i>Please help me understand.....</i>
<i>What seems to be the problem?</i>	<i>Please tell me what happened.</i>
<i>Wait here.</i>	<i>Please have a seat and I will find out the answer and check back with you.</i>
<i>You have to...</i>	<i>Would you please (describe action)?</i>
<i>I don’t know.</i>	<i>Let me find out.</i>
<i>You’re late for your appointment.</i>	<i>I am glad you made it. (Name) will see you as soon as possible.</i>
<i>Not like that.</i>	<i>Let me show you an alternative way.</i>
<i>You did what?</i>	<i>Please explain how you addressed the problem.</i>
<i>What are you doing here?</i>	<i>I’m glad to see you.</i>
<i>We can’t do that.</i>	<i>What I can do is...</i>
<i>Hang on a second. I’ll be right back.</i>	<i>May I call you back in a few minutes?</i>
<i>Sorry you had to wait.</i>	<i>Thank you for waiting.</i>
<i>You’re right, this stinks.</i>	<i>I understand your frustration. I don’t blame you for feeling frustrated by that.</i>
<i>You need to talk to my manager.</i>	<i>I can help you.</i>
<i>You want it by when?</i>	<i>I will try my best.</i>
<i>Let me see if I got this straight.</i>	<i>I want to be sure I understand. How does that sound to you?</i>
<i>Calm down.</i>	<i>I apologize for the difficulty you’ve been having. I’m sorry you were inconvenienced.</i>
<i>I’m busy right now.</i>	<i>I’ll be with you in just a moment.</i>
<i>Call me back.</i>	<i>I will call you back.</i>
<i>You just have to wait.</i>	<i>We will handle this right away.</i>