



# Tips for **RESPONSIVE** Service

## Following up with a Customer

When a customer reaches out to you for assistance it is important to respond within 24 hours.

If you are nearing the time you estimated you would resolve the customer's issue and need more time, then make sure to update them.

**“Hello [Customer’s Name]. I just wanted to let you know that I am still working to resolve your problem. I will need [estimated time] to continue working on your issue. I will let you know as soon as it has been fixed. Thank you.”**

Note: If you are too busy to respond immediately with a solution, then refer to “What to Say When You’re Too Busy to Respond Right Away.”

Note: If you need more time to research the person's issue, then refer to “How to Tell Customers You Need Some Time to Resolve Their Issue.”

## How to Tell Customers You Need Some Time to Resolve Their Issue

**“I apologize [Customer’s Name], but I require a couple of minutes to look into this issue. Do you mind hanging on for a moment while I look for a solution?”**

If the customer is in a hurry or the issue will take longer than a few minutes to solve, ask for their contact information. Let them know when you will follow up.

**“I apologize [Customer’s Name], but this issue will take [hours or days] to resolve. May I take down your contact information, so I can get back to you with the solution?”**

## How to (Tactfully) Let a Customer Know It’s Their Mistake

Make sure to maintain the self-confidence and self-esteem of others. The best approach is to make the customer feel like their mistake is a common occurrence.

**“I apologize for the inconvenience this problem has caused you [Customer’s Name]. This issue is due to [explain the problem]. The good news is that we do have a solution for this. It is [explain the solution].**

**“Does this resolve your issue? Is there anything else I can help you with?”**

### What to Say When You're Too Busy to Respond Right Away

When a customer reaches out to you for assistance it is important to respond within 24 hours. This is a courtesy response that lets the person know you have received their request. Tell the customer that you cannot respond right away and why. Be sure to let the customer know when you will be able to provide a thorough response.

“Hello [Customer’s Name],

Thank you for your inquiry about [summarize the customer’s request]. I am currently working on [project name and description]. I will not be able to get back to you with an answer until [estimated time or date]. Will this work with your timeline?”

Note: If you are receiving a phone call or chat-message, then please refer to “How to Tell Customers You Need Some Time to Resolve Their Issue.”

### How to Politely Tell Someone They Are in Violation of Your Terms of Use or Policies

Never assume a customer has violated a policy intentionally. Instead, steer the customer to a solution that follows policy.

“Thank you for telling us about this situation [Customer’s Name]. I appreciate your willingness to look for the right solution. That is why I just wanted to let you know that the policy actually states [cite policy number and explain policy]. I can see how this can be misinterpreted. As a remedy, I would suggest [explain how the customer can follow the policy to achieve their goal].

Does this resolve your issue? Is there anything else I can help you with?”

### How to Transfer a Customer to a Different Chat or Phone Call

When transferring a customer it is proper etiquette to do two things:

- 1) Give the customer the number of the individual or department that can help them in case the call drops before they are transferred.

“I will transfer you to the [Department Name]. However, before I do that may I give you their number just in case we get disconnected? “

- 2) Ask to place the customer on hold before you transfer. Give the customer’s name and a description of their problem to the employee in the other department before transferring the customer.

“Thank you for waiting [Customer’s Name]. I’m going to connect you with [Employee’s name]. I have already explained your situation to them, so they are ready to help you. Have a great day!”