

Trigger Cheat Sheet

Words/Phrases to Avoid	Words/Phrases to Use Instead
I don't know	That's a great question. Let me find out and get back to you.
You'll have to	Here's what we need to do next.
We can't do that, or Our policy is...	State what you can do. Give options While I can't do the booking without a payment, I can keep it on hold for 30 minutes while you make the payment.
I have no idea what you are talking about	Please explain what you need. Let me repeat back to you what I think you are asking for.
I'm busy	Can I get back to you? Let them know when you will have an answer/response.
I'll try	Just do it