**Empathy/Courtesy Statements & Phrases**

1. I see you’ve been with ….. for …. years. That’s a long time!
2. I appreciate your patience.
3. Thank you for remaining so positive.
4. Your business means a lot to us.
5. I want to thank you for taking the time to speak with me today.
6. If I were in your position, I would feel the same way.
7. That would frustrate me, too.
8. I would be asking the same questions as you are.
9. You are totally right.
10. I would come to the same conclusion.
11. Personally, I would recommend you to…
12. Would you like to try our new ….?
13. You can consider ….
14. You might find …. helpful.
15. I think you’ll find it’s much easier if you do ….
16. What can I do to make your experience with us better?
17. What would be the best-case scenario for you?
18. Is there anything else, big or small, that I can help you with today?
19. How do you feel about … ?
20. Are your ….. needs being met with our product/service?
21. If I’m understanding you correctly…
22. So what you’re saying is…
23. Did you mean to tell me …?
24. Let me know if I’m getting the story right…
25. Thanks for waiting this out.
26. I’d love to help you with that.
27. Give me just a minute/second while I figure this out for you.
28. That’s awesome/great!
29. I can fix that.
30. Can you tell me a little more about it, please?
31. I want to make sure that I really have an understanding of what you’re telling me. I’m hearing that…
32. When I am done, if I have got something wrong, I would appreciate it if you would correct me, if that is ok?
33. Thank you very much for alerting us about this…
34. We will help you get this issue resolved
35. You’re absolutely correct, Sir/Madam
36. I appreciate you bringing this to our attention, so that we can deal with this immediately
37. I can see where the problem is, Sir/Madam…
38. This should be fixed by the end of the weekend, Mr Smith
39. I will contact you as soon as we have had an update
40. We will work to resolve the problem. You just enjoy your (birthday/holidays/Christmas break, etc.), and I will be in touch shortly
41. Do let us know if you have any further questions,
42. We always value customers who are keen to give us their feedback. I will be sure to pass on what you have told me to our managerial team
43. I have experienced a similar problem recently, so I understand what you are saying. Let me see what I can do to help you out.
44. Your satisfaction means everything to us. Have we covered everything that you wanted to discuss today?
45. Is there anything else that I can help you with today?
46. You’re making total sense.
47. I understand how you feel.
48. You must feel so hopeless.
49. I just feel such despair in you when you talk about this.
50. You’re in a tough spot here.
51. I can feel the pain you feel.
52. The world needs to stop when you’re in this much pain.
53. I wish you didn’t have to go through that.
54. I’m on your side here.
55. I wish I could have been with you in that moment.
56. Oh, wow, that sounds terrible.
57. You must feel so helpless.
58. That hurts me to hear that.
59. I support your position here.
60. I totally agree with you.
61. You are feeling so trapped!
62. You are making total sense.
63. That sounds like you felt really disgusted!
64. No wonder you’re upset.
65. I’d feel the same way you do in your situation.
66. I think you’re right.
67. I see. Let me summarize: What you’re thinking here is…
68. It would be great to be free of this.
69. That must have annoyed you.
70. That would make me mad too.
71. That sounds infuriating.
72. That sounds frustrating.
73. That is very scary.
74. Well I agree with most of what you’re saying.
75. I would have also been disappointed by that.
76. That would have hurt my feelings also.
77. That would make me sad too.
78. POOR BABY!
79. Wow, that must have hurt.
80. I understand what you’re feeling.
81. You are making a lot of sense to me.
82. Okay, I think I get it. So what you’re feeling is…
83. Let me try to paraphrase and summarize what you’re saying. You’re saying…
84. I would have trouble coping with that.
85. What I admire most about what you’re doing is…
86. That would make me feel insecure.
87. That sounds a little frightening.
88. Tell me what you see as your choices here.