

JobTIPS



Customer Service: Apologize even when it's not your fault.

If you see that a customer is frustrated, here's what you say to them:

"I am really sorry" or "I'm sorry."

When you say this, you are not saying that YOU did anything wrong.

What you really mean is:

"Even though it's not my fault, I'm sorry that happened to you."

"Even though it's not my fault, I'm sorry you are frustrated."

"Even though it's not my fault, I'm sorry that you are not happy right now."