

# Empathy Phrases for Customer Service Reps

- "I hear you."
- "Thanks for that suggestion."
- "I'm sorry to hear that."
- "Wow — you've overcome a ton of adversity."
- "I appreciate that feedback."
- "I understand how 'x' is preventing you from accomplishing 'y.'"
- "I completely agree with you."
- "We can work through this together."
- "That sounds extremely challenging."
- "I hear you, and I want you to be successful."
- Say nothing — just listen.
- "Let's turn this around for you."
- "I can see why you'd want that feature."
- "I would feel the same if I were in your shoes."

# Good Customer Service Phrases

**Clemens Wendtner**



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