


Identifying the Problem	Offering Solutions	Reassuring the Customer
Which part of your drawer are you having trouble with?	Would you like me to organize another delivery for you?	Don't worry I have opened a file on our system and I will make sure that someone will call you back promptly.
When were you expecting your delivery?	There is a similar item in stock, would you like to order it?	I can assure you that I'll do everything in my power to sort this out
When was your delivery supposed to arrive?	I will make sure that someone contacts you quickly.	Don't worry, I'll handle everything for you and make sure that someone gets back to you. You can count on me to sort it out.
What happened?	I will immediately contact the delivery service to find out what happened.	Don't worry I will take care of this for you.
I'd just like to ask if you checked carefully in the package	I will contact the delivery service straight away to find out when they can deliver.	Customer service will compensate you for your inconvenience
Around what time was it?	I will request that they call you back very quickly to reschedule the appointment.	The delivery company will contact you to make an appointment.
What time was it approximately?	I will immediately contact customer service and request that they call you back promptly.	And just to be sure, I will check that for you on the system.
What were your symptoms?	I will call you back tomorrow.	Actually it's a free call
What did you buy?	I will now created a claim file	We take this matter very seriously.
Could you explain what the problem is?	I am opening a customer service file for you now	Someone will get straight back to you
Did you find the backing?	When I get to work in the morning I will check on the status of your delivery.	 <p>easy access english <small>solutions simples accessibles et sur mesure pour réussir en anglais</small> 04 67 65 19 62 - 06 73 84 85 95 www.easyaccessenglish.com</p> <p>It's time to talk.</p>
So the worktop is not long enough for your kitchen?	We can send the screws by mail and you will have them in a few days.	
Do the doors seem to be the right size?	I will pass on your phone number to the store and they will call you back.	
Are the doors long enough?	I will call the delivery service and get straight back to you.	
Does the back seem to be too short?	What I can do is to call you back in an hour to see what the situation is.	
I'm looking at your order now and I can see that there has been a problem.	It may not be available for a long time. Would you like to wait or shall we re-fund you.	
Is the back too long ?	I will personally follow up on this for you.	