

# In Other Words

## Activity Page – Sample Answers

Unfriendly Phrases	Customer-friendly Phrases
<p><i>You have to...</i></p> <p><i>I need you to...</i></p> <p><i>You must...</i></p>	<p><i>Would you be willing to...</i></p> <p><i>Would you consider...</i></p> <p><i>Will you please...</i></p>
<p><i>That's not our policy...</i></p>	<p><i>To provide the best product at the best value to you, our policy is to...</i></p>
<p><i>You can't...</i></p>	<p><i>What you can do is this...</i></p> <p><i>While this isn't an option, have you considered...</i></p>
<p><i>We don't do that...</i></p>	<p><i>What we can do is this...</i></p>
<p><i>That's not our problem...</i></p> <p><i>It's not our fault...</i></p>	<p><i>I understand your frustration. Have you considered...</i></p> <p><i>I understand how this appears to be. It's my understanding that...</i></p>
<p><i>That's not my job...</i></p>	<p><i>I'll gladly connect you with the team that handles...</i></p>
<p><i>We can't...</i></p>	<p><i>What we can do is...</i></p>

### I Commit...

*Instead of saying "you have to..."*

*I will say "would you be willing to ..." or "would you consider trying..."*

*I will remember to use this new phrase by... writing this phrase on a sticky note and putting it on my computer monitor xxxxxx*

*Once I start using the friendly words, one of the benefits I look forward to enjoying is...*

*Better quality scores and less stress, because my customers will be happier. xx xxxx*

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### I Commit...

*Instead of saying \_\_\_\_\_,*  
*I will say \_\_\_\_\_.*

*I will remember to use this new phrase by...*  
xxxxxx

*Once I start using the friendly words, one of the  
benefits I look forward to enjoying is...*  
xxx xxx