English for call center agents

1. Greet the caller and offer help

Hi, I'm calling about my bill.	Sure, I can help with that.

Thank you for calling. My name is Sam. How can I help you?

I'm happy to help.

2. Verify who she is

Why do you need my ZIP code?	It's to make sure the account is yours.
Sorry, what was the question?	Your ZIP code, please.

Can I have your full name, please?

Can you confirm your ZIP code?

What are the last four digits of your account number?

Thank you. I found your account.

3. Find out what the problem is

I was charged twice for the same month.	I'm sorry about that. Let me look at it.
I need this fixed today.	I understand. I'll do my best.

What seems to be the problem?

When did you notice it?

Let me make sure I understand.

I'm sorry about that.

4. Put her on hold and say why

Wait, why am I on hold?	I'm checking your bill. It'll take one minute.
How long will it take?	About two minutes. Thank you for waiting.

Can I put you on hold for a minute? I need to check your account.

Thank you for holding.

Sorry to keep you waiting.

5. Give a solution and close the call

So what happens now?	You'll get your money back in three to five days.
Will I get an email?	Yes, in a few minutes.
No, that's all. Thank you.	You're welcome. Have a nice day!

I can refund the extra charge.

You'll see it in three to five business days.

You'll get an email in a few minutes.

Is there anything else I can help you with?

Thank you for calling. Have a great day!

Take a call from an English-speaking customer, an AI chatbot: kotokin.com/learn/english/english-for-call-center