

# DE-ESCALATION BY SITUATION

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*The statements below can be used in specific situations when the caller is becoming angry, frustrated, or upset.*

## **CALLED MULTIPLE TIMES – NO RESPONSE / NO CALL BACK**

I'm sorry, I know this is frustrating. I'm not quite sure why you haven't received a response yet. But sending another message may do the trick. So, let's get your information to the office, and I'll mark it as urgent (again) to see if we can speed up that call back.

## **REFUND HAS NOT BEEN PROCESSED**

I'm sorry, I know this is frustrating. I'm not quite sure why you haven't received your refund yet. But sending another message may do the trick. So, let's get your information to the office, and I'll mark it as urgent (again) to see if we can speed up the refund request.

## **ORDER HAS NOT ARRIVED**

I'm sorry, I know this is frustrating. I'm not quite sure why you haven't received your order yet. But let's get your information to the office. We'll have someone track it down and follow up with you about the status.

## **NO AVAILABLE APPOINTMENTS**

I'm sorry, it doesn't look like there are any available appointments for (insert day or date). But let's get your information to the office, and we'll have someone follow up to see if they can fit you in.