

TRANSITIONAL PHRASES

Transitional phrases are words that help carry a conversation from one thought to another, one subject to another, or one sentence to another.

This is to help you with dead air during your conversations with callers.

EX. 1: No problem. Let me get a message started for you.

EX. 2: It will just take me a minute to type this up / pull this up. How is your day going so far?

EX. 3: If you don't mind, I just want to read this back to you to make sure I have all the details.

EX. 4: I definitely understand where you're coming from. Let's see what we can do about this.

EX. 5: While I'm notating this for you, is there anything else that you'd like to include?

EX. 6: Let me see if I can find that out for you. Can you hang on a second for me?