

B	I	N	G	O
Offered Compensation (Statement Credit/Rewards)	"As much as I would love to help..."	"I would have also been disappointed by that."	Capture Complaint	"Let me try to summarize what you're saying. You're saying..."
"I realize this isn't your fault. Let's see what we can do resolve this."	Follow up with a statement - not a question.	"Thanks for bringing this to our attention!"	"Great Question I'll find out for you!"	Ask an open-ended question.
Demonstrate Product Knowledge	Offered Multiple Solutions	FREE	"Have I resolved the reason for your call?"	"I'm sorry to hear that happened. Let's see what we can do to fix that."
"I've passed this on..."	Connect With Customer	"I've read through..."	"I'm more than happy to help..."	"Thank You!"
"I'd love to help"	"I completely understand why..."	Actively Listened	Value Statement	"I understand your frustration..."

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"I'm more than happy to help..."	Actively Listened	Offered Compensation (Statement Credit/Rewards)	"I understand your frustration..."	Connect With Customer
"I've read through..."	"Thank You!"	Demonstrate Product Knowledge	Follow up with a statement - not a question.	"I'd love to help"

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