

Toolbox of Helpful Phrases for Level 3 Hostile Client



In-person

“I can see that you are very upset but listen, I’m not the person you need to be talking to about this. I have a good understanding of your situation and will talk to my manager as soon as possible.”

“I can talk more if we can have a civilized conversation. What do you want to do?”

“I can see that you are very upset, but unfortunately I can’t solve your problem. I need to ask you to leave.”

“This conversation isn’t working. I am feeling uncomfortable and need to ask you to leave.”

“I’m sorry. I have to call the police now because you are scaring us.”



On the phone

“I can hear that you are very upset but listen, I’m not the person you need to be talking to about this. I have a good understanding of your situation and will talk to my manager as soon as possible.”

“My boss told me that I don’t make enough money to be yelled at so I am going to need to hang up. I can talk more if we can have a civilized conversation. What do you want to do?”

“I can see that you are very upset, but unfortunately I can’t solve your problem. I need to hang up now. Goodbye.”

“This conversation isn’t working. I am feeling uncomfortable and need to hang up now. Goodbye.”

“I’m sorry. I have to hang up now because you are scaring me. Goodbye.”