

# How to Write Customer Service Emails

with Leslie O'Flahavan

## Paraphrase Handout

For your review, here are a few examples of how a customer service agent might paraphrase information customers share in their emails. You might want to use this handout as a reference when you're replying to your customers' emails.

| Customer's Email   | Customer Service Agent's Paraphrase   |
|--|---|
| <i>I was really disappointed in my meal when I came to your restaurant to celebrate my daughter's birthday. I brought my whole family. Everyone else enjoyed their pasta, but my lasagna was dry and burned tasting.</i>       | <i>Thanks for coming to Nadia's to celebrate your daughter's birthday. I'm sorry you didn't enjoy your lasagna...</i>   |
| <i>I was looking for a retirement gift online at your site, but your shopping cart wasn't working properly. Every time I put one item in my shopping cart, the total number showed as 11.</i>                                  | <i>I'm sorry to learn about the problems you had with our shopping cart while you were looking for a retirement gift. Unfortunately, a technical glitch with our online store caused a lot of problems yesterday. We've fixed it now, and...</i>  |
| <i>My husband and I have been members of this association since we moved to Orange Valley five years ago, so we are really disappointed to learn that you won't be offering the Celebrating Local Artists program anymore.</i> | <i>We're sorry to disappoint loyal subscribers like you and your husband, but the funding for Celebrating Local Artists ended last year, so we won't be hosting any more sessions of this popular program. However, did you know that you can listen to recordings of past programs online at ...</i> |