

Everyday Excellence

I am service driven

"Yes First" Wording

May 2016



I am service driven

Each customer and situation is unique. I act with urgency and am empowered to do the right thing. By holding myself accountable and keeping my commitments, I contribute to a superior customer experience.



2 • CONFIDENTIAL - For internal circulation only



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"Yes First" Wording

Examples of "Yes First" Wording

- Here's what I'd like to check for you
- What I am able to do
- What I can offer you
- Here's what I'd like to do to help
- I would be able to . . . if that helps you

3 • CDIF/CDITL – For internal circulation only



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Transform Your Words

Let's transform these statements into "Yes First" wording. You may use the previous examples or come up with your own based on the requests you receive from your customers.

I don't think I can do that.

•

I really can't help you with that.

•

That's not our policy.

•

Our procedure is different from what you are asking me to do.

•

4 • CDIF/CDITL – For internal circulation only



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Transform Your Words

Here are a few examples of “Yes First” wording:

- Here’s what I’d like to check for you
- What I am able to do
- What I can offer you
- Here’s what I’d like to do to help
- I would be able to . . . if that helps you.

Take a couple of minutes to transform the four statements below using “Yes First” wording. You may use the wording examples above, or come up with your own.

1. I don’t think I can do that.

2. I really can’t help you with that.

3. That’s not our policy.

4. Our procedure is different from what you are asking me to do.
