

1- Quelques phrases utiles ...

I understand the way you feel, but...

I am really sorry you feel this way, but I didn't mean that...

I see your point, but...

I am sorry if I was misunderstood.

I am sorry for not expressing myself in the right way.

Honestly, I didn't expect you to act in that way.

I don't think you acted in the right way.

I feel as if I have been accused of something I have not done.

I admit that I am a bit sensitive, but it hurts when someone talks to me in that way.

2- EXPRESSIONS ANGLAISES À UTILISER FACE À UN CLIENT MECONTENT

Customer service

- Definition : the department which handles all customer complaints and issues as well as questions and assistance.
- Translation : Service après-vente

Could I have your name please ?

- Definition : Would you mind giving me your name, please ?
- Translation : Puis-je prendre votre nom ?

Explain the problem from the very beginning (to)

- Definition : to fill someone in on exactly what has happened.
- Translation : Expliquer le problème depuis le début

Please accept our sincere apologies for any inconvenience caused

- Definition : we really can't apologize enough for the misunderstanding.
- Translation : Veuillez accepter toutes nos excuses pour ce dérangement

How may I help you ?

- Definition : What can I do for you ? Let me see if I can help you.
- Translation : Comment puis-je vous être utile ?

This won't happen again, i can assure you

- Definition : you have my word that this kind of situation won't reoccur.
- Translation : Cela ne se reproduira pas, je vous l'assure

How can we rectify this situation ?

- Definition : What can we do to make things better for you ?
- Translation : Que pouvons-nous faire pour remédier à cette situation ?

I'll give this matter my immediate attention

- Definition : I'll look into this matter straight away ; I'll take care of this right now.
- Translation : Je vais m'occuper de cette affaire immédiatement

I really do understand your anger and frustration

- Definition : I fully appreciate how angry and frustrated you must be feeling.
- Translation : Je comprends tout à fait votre colère et votre frustration

Treat a customer with respect (to)

- Definition : to be polite and kind, to be understanding with a customer.
- Translation : Traiter un client avec respect

Listen objectively (to)

- Definition : to listen without any preconceived ideas, not to prejudge.
- Translation : Ecouter avec objectivité

Take care of the customer's problem (to)

- Definition : to deal with the issue.
- Translation : S'occuper du problème du client

Complain (to)

- Definition : to make a complaint, which often involves filling in a form.
- Translation : Se plaindre, poser une réclamation

Smooth things over (to)

- Definition : to sort out a situation in order to find a solution.
- Translation : Arranger les choses

Nip the complaint in the bud (to)

- Definition : to act quickly before the problem escalates.
- Translation : Traiter rapidement une plainte avant qu'elle ne s'amplifie

Take notes (to)

- Definition : to note down comments, to make a short written record.
- Translation : Noter les remarques

Recap the facts (to)

- Definition : to highlight the main points, to summarize, to go over the main facts.
- Translation : Résumer les faits

I will bring this to the manager's attention

- Definition : I shall inform the manager about this.
- Translation : J'en informerai le directeur

We don't usually make mistakes like that

- Definition : these kinds of mistakes rarely happen here.
- Translation : Nous n'avons pas l'habitude de commettre de telles erreurs

Be willing to go above and beyond the call of duty (to)

- Definition : to be ready to offer extra help and service, to do more than is required.
- Translation : Etre disposé à faire un effort particulier

Calm down (to)

- Definition : to relax, to become quiet after a state of annoyance.
- Translation : Se calmer

Suggest solutions (to)

- Definition : to propose fixes, to offer alternatives in order to resolve a problem.
- Translation : Proposer des solutions

Offer a replacement (to)

- Definition : to take the original product back and give a new one to the customer.
- Translation : Faire un échange

Have a refund (to)

- Definition : to have a reimbursement, to get your money back.
- Translation : Se faire rembourser

Have a discount (to)

- Definition : to have a reduction, to pay less for the product.
- Translation : Obtenir une remise, un escompte

Get a voucher (to)

- Definition : to get a paper which authorizes credit for a future purchase.
- Translation : Avoir un bon d'achat

Thank you for bringing this problem to our attention

- Definition : thank you for having informed us.
- Translation : Merci de nous avoir signalé ce problème