



### **Phone Script 3**

**Customer Service Representative:**

Hello, [Customer's Name]. This is [Your Name], the Retention Manager at [Your Company's Name]. I hope I'm catching you at a good time. How are you today?

**Customer Service Representative:**

Great to hear! I'm reaching out to check on your recent experiences with our services at [Your Company's Name]. We highly value your feedback as it is crucial for us to continuously improve and ensure your satisfaction.

**Customer Service Representative:**

Thank you for sharing that. If there are any specific improvements you'd like to see, or if there's anything that hasn't met your expectations, I would love to hear about it. Your insights are incredibly important to us.

**Customer Service Representative:**

I appreciate your feedback. Please remember, if you ever have any more thoughts to share or need assistance in the future, don't hesitate to contact our customer support directly at [customer support email/phone number]. We're here to help and ensure your experience is nothing short of excellent.

**Customer Service Representative:**

Thank you once again for your time and for choosing [Your Company's Name]. We truly value your partnership and look forward to continuing to serve you. Have a wonderful day, [Customer's Name].