



## Phrases to Avoid

**"I/We can't do that..."**

**"I'm not sure..."**

**"I don't think so..."**

**"I don't know..."**

**"You have to..."**

**"I'll try..."**

**"I'll let you know..."**

**"Give me a few..."**

**"Hi, how are you?"**

**"Have a good one..."**

**"What's up..."**

**"No Problem..."**

**"Next..."**

**"It's our policy..."**

**"But..."**

**"Hang on..."**