

Certainly! Here's a simple example:

****Customer Service Representative:****

"Hello Mr. Smith, thank you for bringing your concern to our attention. I understand that you're upset about the delay in your order, and I want to assure you that we are here to help. Could you please tell me a bit more about what happened so I can fully understand the situation and offer the best solution for you?"

In this example, the representative uses a calm and empathetic tone, acknowledging the customer's feelings and inviting them to explain more about their issue.