Look at the problem-solving chart below and match the headings to the expression

First of all, I'm so / terribly sorry about that.
I apologize for ...
Let me apologize for ... **1**

Could you tell me exactly what happened?
Could you explain a bit more ... ?
Do you mind if I just go over that again ... ? **2**

I'll just make a few notes as you speak.
I understand. / I see what you mean.
I would feel the same way.
What a difficult situation this puts you in. **3**

It looks like an oversight on our part.
There seems to be a misunderstanding.
It appears your order got overlooked.
I'm afraid there has been some sort of mix-up. **4**

I'll take care of this at once for you.
I'm sure we can find a solution.
I'd be glad to offer you ... to make up
   for this inconvenience.
This should be resolved by the end of today. **5**

If this solution does not meet your needs,
   then I can suggest ... as an alternative.
I'll look into other possibilities by ...
I'll get back to you straight away.
You'll receive (a refund / replacement) by
   tomorrow ... **6**

What we have decided is ...
Our action plan is ...
I'd like to go over this once more to make
   sure we agree. **7**

I'll get back to you ...
I'll follow up to make sure that ... **8**

I hope you are satisfied with the outcome.
Thanks for bringing this to our attention.
Is there anything else I can help you with
   today?
Don't hesitate to ring again if there are any
   more problems. **9**

a) Clarify the information and repeat the problem back to the customer.

b) End with a friendly, helpful tone.

c) Assure the client of follow-up

d) Apologize

e) Summarize the discussion.

f) Offer an alternative if the customer doesn't accept the solution.

g) Listen carefully to the customer describe the problem and show empathy.

h) Say how and when the problem will be solved.

i) Take responsibility for the problem.