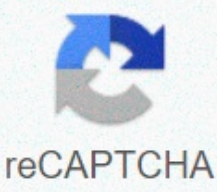




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Thank you for your patience and understanding

These examples may contain rude words based on your search. These examples may contain colloquial words based on your search. vous remercions de votre compréhension et de votre patience Our goal is to provide quality services and stable servers for you to enjoy Arc games, and we thank you for your patience and understanding during this maintenance. We cannot refund the original shipping fee as this has already been paid to a third party logistics company. We thank you for your patience and understanding while waiting for us to handle your case. We would like to take this opportunity to thank you for your patience and understanding during this process and we look forward to working together towards your health and well-being. The entire K-124 House team thank you for your patience and understanding and are at your disposal to answer all your questions on +33 01-64-00-00-00 from 10:00-12:00, Tuesday to Friday! Toute l'équipe de la K-124 House vous remercie de votre compréhension et se tient à votre disposition pour répondre à toutes vos questions au 01-64-00-00-00 de 10h à midi, du mardi au vendredi ! 5 Your honor, I would like to thank you for your patience and 6 understanding during the evidence and for the time you 7 have come to me to say these last words. To thank you for your patience and for your understanding, we offer you an exceptional extension of Premium status until Sunday, December 12th. We thank you all for your patience and understanding as we explore ways to showcase quality race relationships-related research. Thank you in advance for your patience and understanding as we move to new processing methods and a new reporting authority. No results were found for this meaning. Word index: 1-300, 301-600, 601-900, MoreExpression index: 1-400, 401-800, 801-1200, MorePhrase index: 1-400, 401-800, 801-1200, More One of the things that makes language learning so complicated is that there are several levels of formality. Technically called records, these different ways of using a particular language fascinate linguists but can frustrate students. It should be no surprise that English is no exception to this complexity. In addition to the style of speech used every day by ordinary people, there are formal records as well as the most suitable for a business setting. Although these records in English may be less detailed than in some other languages, there are absolute phrases and non-standard use of English words and phrases that can be confusing. In many languages, courtesy is often a large part of the formal or business register. It's true in English too. In this post we take a look at an example, the phrase thanks for your patience, and determine exactly what it means and how to use it. What does Thank You for your patience? There are two ways the phrase is commonly used, usually in a customer service setup. The exact meaning will depend on the context, chat or other type of correspondence in which the phrase is used. If you are dealing with technical support or any other helpline, the phrase thanks for your patience will often be used to apologize for waiting times, even if they weren't long. Alternatively, if you see this in a letter informing you of something that has not yet happened, the meaning is more like it may take a while for this to happen, and we apologize in advance. In short, however, this phrase can be taken to mean that something takes longer than might be perfect and the person who speaks or writes to you if it is to apologize for it. The parts of Thank You for your patience explained Before we look at the context in which this phrase can be used, let's briefly examine the phrases it contains. The second phrase, your patience, simply refers to the act of being patient or waiting without getting upset. The first phrase, thank you, is more or less the same. The speaker or author says thank you for something you do. Put them together and you get Thank you for your patience, a polite way to acknowledge someone's patience. Why is this phrase so confusing? All languages use what is called tables. Although it is outside the scope of this article to go into a lot of details, a registry is basically just a specific way language is used in a particular context. For example, how doctors talk to each other is very different from how heavy metal singers in the same band speak to each other. In other words, they use two different registers of English. Although the idea of records seems confusing at first, they are a useful way for a particular profession or other group to define shortcuts and phrases that carry a certain meaning in the context of a conversation. For example, how well do you drive? will mean very different things on a golf course and when you are behind the wheel of a car. If you see the phrase thanks for your patience being used, it's more than likely in a formal registry of some kind. Most often it is used in customer service settings, but it can also appear in memos, official letters or messages or in other similar contexts where polite, formal language is the norm. Why Thank you instead of sorry? One thing that is particularly interesting about this phrase is how tricky it is psychologically. Notice that thank you actually means something closer sorry in this context? Since it is bad form to admit that there was or will be a delay, the usual practice in business is to reverse it and focus on a positive aspect of the customer instead. Which would you rather hear after a long Sorry, I'm slow, or Thank you for your patience? Although neither is ideal, the perspective of an employer or company the latter is much better. It will make your customers associate courtesy and good customer service with your business, rather than just slowness. This trick is also useful for the CSRs themselves. Thanking someone for their good qualities are more likely to calm down angry customers than just reminding them of one thing they might be angry about. That's why the phrase Thank you is a better choice for customer service employees, or other types of support staff, to use when dealing with delays that they need to explain to the customer. How and when to use the phrase thank you for your patience Thank you for your patience after a delay One of the most common ways this phrase is used is to admit that a delay has already happened and apologize for it. If you've been on hold for an hour, get a refund a month later than you expected or have been otherwise bothered by waiting for something to happen, chances are good that someone will say this to you. Of course, a basic principle of customer service is to always err on the side of caution, so you may even hear this phrase used if the delay has been short or non-existent. No matter how long the delay, but in this context, you can take thanks for your patience as just an admission that you were held up waiting for something to happen, and an excuse for the time you spent. Example 1: The use of thanks for your patience on a support line Hello, my name is Ted. Thank you for your patience while you waited for me to respond. How can I help you? Here, the CUSTOMER SERVICE representative thanks both the customer and admits that the response was slow. But notice that even when explicitly recognizing the wait tendency is to focus on the customer. It's not Thank you for your patience with my slowness but thank you for your patience while you waited. Again, the strengthening of the customer's positive properties (real or imagined) goes a long way to leaving the customer with a good impression. Example 2: The use of thanks for your patience in a formal letter Dear Mr. Edamura, We thank you for your patience while we reviewed your case. Although it pains me a lot, but I'm afraid we can't take responsibility for your decision to trade three magic beans for a cow. Thank you again for your patience and understanding. Sincerely, A. Trader & Sons, Inc. In this admittedly whimsical letter, the formality is dialed all the way up to eleven. Not only does the letter writer thank Mr. Edamura for his patience, he repeats this statement at the end of the letter while thanking him for his understanding. Another clear sign this is in a formal register is that second paragraph, which is actually only a long and complicated sentence. Such convoluted grammar, along with the extreme courtesy and excessive pain the letter writer claims to experience, is part of the business English. Thank you for your patience for future delays If you see this phrase but haven't had to wait for anything, you may be confused. This is just another aspect of how tricky formal English records can be. In fact, this trick is the same one that tells an angry customer they've been patient rather than admitting you were slow about anything. The only difference is that the flow of time is now reversed. We don't talk science fiction here. Rather put yourself in the shoes of a customer again. Imagine getting a letter saying it will take us six months to sort out your claim. Sorry. Now picture get one that says, instead, we thank you for your patience while we process your claim. Not only the latter allows you to avoid making any promises about waiting times, it's much less confrontational and it once again puts on the discretion of the customer to live up to the patience that you attribute to them. Example 1: Formal letter Dear Sir or Madam, This letter is to inform you that we have received your request for a refund regarding the transaction you made with our broker on March 30. Although we are happy to consider a refund, our company policies require us to follow strict procedures to ensure that We thank you for your patience while we process your refund request, and please feel free to contact us with questions at any time. The very formal registry used in this letter is the type of place you are likely to see this phrase pop up from time to time. Again, note how complex the sentences are. In this case, it is quite clear that the recipient of the letter is just beginning to wait. The mention of strict policies and the invitation to contact the company with questions are both good indicators that this thanks for your patience Example 2: Support line We are currently experiencing high waiting times. Thank you for your patience! This is a fairly simple example compared to the formal letters. All the same, if you hear a recorded message say this on a customer support line you just know you're in for a long wait. This example is interesting because it actually accounts for any future slowness you may experience as well as how long you have already been on ice. Let us examine that idea more thoroughly. How to tell if the delay is in the future or the past Since this phrase is identical in both contexts, you may not be sure how to tell them apart. If someone says Thank you for your patience, they are saying you are in for a long wait or just that you might have already had to wait? Unfortunately, there is not a way to tell for sure. In fact, as the previous example shows, sometimes it can even mean both. Most of the time, however, that sentence is intended will be immediately obvious from the framework of the conversation. If you buy a product but it took a while, chances are the good cashier won't apologize for how long it takes you to get into the parking lot, for example. (Although, again, if the cashier says: This is my first day. Thank you for your patience as soon as you reach the registry, it's still possible!) Similarly, if you receive a letter in the mail from a company saying they are sending a replacement your way and thanking you for your patience, the odds are that they expect it to take a while to reach you, rather than apologizing for how long it took them to send you the letter. As always, if you're not sure what the intended meaning is the best thing to do is ask. Just remember that, especially in customer service settings, you probably don't talk to the person who makes the decisions or who is responsible for any delays you may experience. Even if you are angry and frustrated, it is best not to take it out on this person, and to admit in turn that they probably have a stressful job. Instead, try answering this phrase with No Problem. Thanks for your help. It can even make the person you're talking to more likely to try to help you! The use of thanks for your patience in an informal environment as implied above, thank you for your patience is certainly not appropriate outside a formal or business register. If a friend asks when you will pay back the five dollars you owe, saying thank you for your patience is likely to get you beaten in the arm for being sarcastic rather than ingratiating you to them. To make this phrase less formal, it's better to just apologize for your own shortcomings by saying sorry. I don't have it yet. Hello fellow Linguaholics! It's me, Marcel. I'm the proud owner of linguaholic.com. Languages have always been my passion and I have studied linguistics, computational ism and sinology at the University of Zurich. It is my utmost pleasure to share with you all what I know about language and linguistics in general. General.

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