

The Phone Phunnies™

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www.phonepro.com www.phonephunnies.com



THOUGHTS ONE RARELY GETS TO EXPRESS!

- Thank you. We're all refreshed and challenged by your unique point of view.
- I don't know what your problem is, but I'll bet it's hard to pronounce.
- I will always cherish the initial misconceptions I had about you.
- No. My powers can only be used for good.
- My toys! My toys! I can't do this job without my toys!
- It might look like I'm doing nothing, but at the cellular level I'm really quite busy.
- At least I have a positive attitude about my destructive habits.
- You are validating my inherent mistrust of strangers.
- Someday, we'll look back on this, laugh nervously and change the subject.

And now something more serious...

Call Center Rep Coaching: WHY IT MATTERS!

"...In return, the promises dangled out in front of you include: a higher level of satisfaction for the customer; improved consistency between people and teams; personal growth and development of each person; and even increasing job satisfaction and retention..."

For complete article visit www.phonepro.org

"phunny" mail:

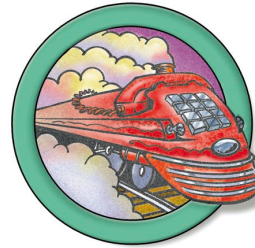
It looks great! My only comment is:
It's too short.

—Chris

I love this site. I have had all those
people call me. Keep up the good
work.

—Judith

I love it and want to see more! —Rob



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NEW "PHUNNIES"

YOU, YOU GOAT HEAD!

Right after I started with customer service, I had a customer call who gave me her account number before I was ready. I asked her to wait a moment, and when I was ready said, "Go ahead." She started to give me her number again and then stopped. "Did you just call me goat head?" she asked. I was horrified. "Oh no," I sputtered. Then she started laughing, and added, "My husband always gives me a hard time when I say 'go ahead.' He says, 'Don't call me goat head,' and this was the first opportunity I had to use it on someone."

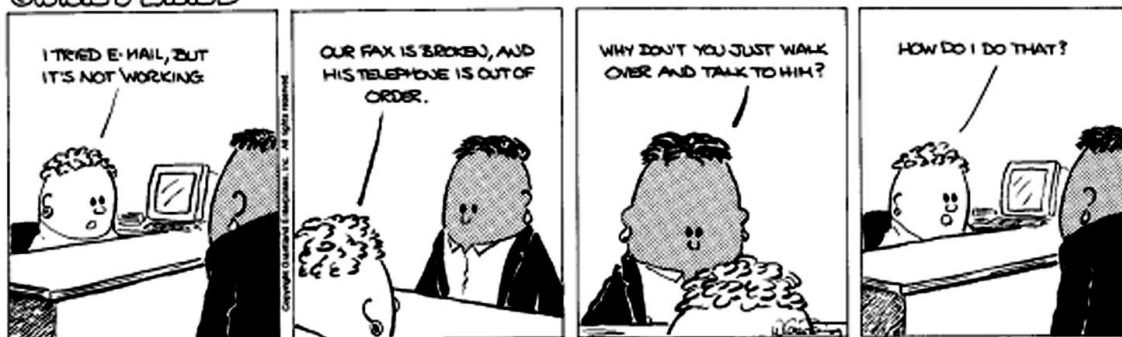
WOULD YOU LIKE PAYMENT ARRANGEMENTS WITH THAT?

I had been talking to a lady who was on her cell phone when she said, "Hold on while I order my food." I waited and heard her order a cheeseburger, french fries and an orange pop. Then she came back to me and we discussed her payment arrangements.

OH, BROTHER CAN YOU SPARE A FLIGHT?

I work in a call center for a travel agency. One morning a lady called and asked for a bereavement fare as her aunt had just passed on. Taking into consideration she wanted to leave the following day and was asking to travel in a very expensive market on the most expensive day, she was extremely upset when I informed her the fare would be over \$700. "Oh that's just great!" she exclaimed. I apologized and asked her if she would like me to try any other dates or airports. "No," she answered, "this is just so ridiculous. Why couldn't she have died at a more convenient time?"

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The Phone Phunnies™ is dedicated to all the frontline warriors in call centers, contact centers, consumer affairs, tech support, and help desks. It is an active forum to help put a smile in your heart and on your face. It is made possible by PHONE PRO, Leaders in Telephone Skills Training. Call 1-800-888-4893 for more information or logon to www.phonepro.com.