

# The Phone



# Phunnies™

December 2002

WITH THIS ISSUE, THE PHONE PUNNIES IS ON HIATUS.

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**"The 8-track stereo is out of stock, the lime green leisure suit is out of stock, the Earth shoes, mood ring, and Disco Barbie are also out of stock. Would you like me to send you a new catalog, ma'am?"**

\*Cartoon by Randy Glasbergen, used with special permission from the cartoonist. Unauthorized usage of any kind is prohibited and unlawful.\*

And now from the something more serious files...

## RE-TRAINING? REALLY?

Put on your consultant hat and invite the manager to chat about the situation. There are some important considerations to look at before signing folks up for a return trip to the same class. First, look at the message sent to the returning staff person and their colleagues. Is a return trip for re-training a signal to everyone of failure the first time? Do other staff members think management is clueless about how to help this person?

For complete article visit [www.phonepro.org](http://www.phonepro.org)

## "phunny" mail:

The Phone Phunnies team has had great fun putting together each issue. We appreciate all of our readers! Though this is the last issue of "The Phone Phunnies" you may still e-mail your "phunnies" to: [phonephunny@phonepro.com](mailto:phonephunny@phonepro.com). Future "phunnies" will be posted on a dedicated page at: [www.phonepro.com](http://www.phonepro.com). —Ed.

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.

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NEW "PHUNNIES"

### A SENIOR MOMENT

One evening I received a call from a very sweet elderly lady. Apparently her son had given her a computer along with our web site address so she could book airline tickets to visit him. I was expecting the typical request for help in navigating our web site. To my surprise she stated, "Honey, I only have one question. How do I turn this thing on?"

### WHEREVER YOU GO, THERE YOU ARE.

One day while answering phones in our call center I received a call from the phone company testing our lines. The caller said, "We're running a test and I show you have two different call center sites — one in Florida and one in Virginia. Do you know where you are?" Fighting back laughter, I said "I certainly hope so!"

### YOU TALKING TO ME!

*I took this call in a cellular phone call center.*

**CALLER:** I can't make outbound calls on my cell phone.

**REP:** Do you have the phone with you?

**CALLER:** Yes, I'm talking on it right now.

**REP:** The phone is working just fine. You just called me.

*The embarrassed caller quickly hung up.*

### OTIS WITHOUT HIS WARRANTY

I work in the consumer complaint division of an automotive repair company. It's sometimes difficult to resolve consumer issues at a franchise store. (Since it's not corporately owned, we can't force them to take action. We often have to persuade the manager to make good on a poor repair.) One customer complained that our franchise operator wouldn't replace the transmission in his riding lawn mower. I sent an E-mail to the store manager and received this response:

The customer in question is the town drunk. His driver's license has been revoked for years. I wondered why it was showing such wear, but I still replaced the transmission in his mower twice! Recently I discovered him riding it, along the shoulder of the road, to his favorite "watering hole," which is eleven miles away! 11 mile journeys are not a legitimate use of riding mowers, and I am not going to replace his transmission again!