

The Phone Phunnies™

July 2002

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made possible by:



PHONE PRO™
Leaders in Telephone Skills Training
1-800-888-4893

NEW "PHUNNIES"

COLOR IT ANY WAY YOU WANT!

I had a customer call in to place an order. While I was verifying her address which was in Orangeburg, I mis-spoke her city name calling it "Greensburg." Without missing a beat, I said, "Oh, I'm sorry! I must be color blind." The customer started laughing and we continued to laugh throughout the call.

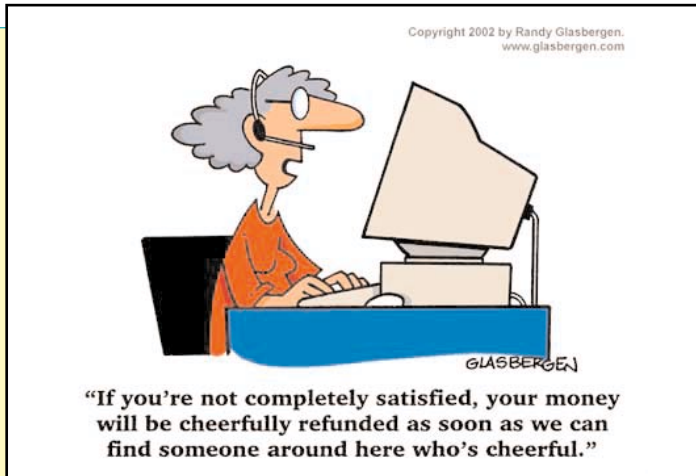
"TANK" YOU VERY MUCH...

Working for an airline company years ago, I was talking to a man from the Caribbean. He was making reservations for his entire family to fly to the US. In his country, English is a second language. During the call I asked, "And who am I speaking with?" In a very thick accent came his reply, "You are speaking to ME!"

THE FORECAST TODAY: CLEAR TO MOSTLY STATIC...

I called a warehouse to have a form faxed to me. The man that answered could not hear me clearly. Without realizing it, I repeatedly asked, "Can you hear me now?" This went on for several minutes and made me sound like the Verizon Wireless commercial. My whole department was laughing. They realized what I sounded like long before I did.

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.



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"phunny" mail:

I like the concept and seemingly endless applications.

— Mark

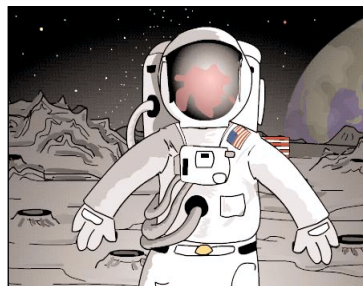
May we quote items from your site in our employee newsletter (with acknowledgment, of course)? They are great pick-me-ups!

— Gloria

Absolutely Gloria, with credit of course! — Ed.

For more "phun" go to www.phonephunnies.com, you'll see a special animated presentation!

It's about chewing gum and wonderful historical American events.



Marastar Communications

And now from the something more serious files...

Coaching / Part 4:

WHY IS COACHING SO SCARY?

"How do you tell someone else what to do? Even worse, how do you tell them they're doing something wrong?"

There's the flaw that causes the fright: stage fright! Telling is all monologue and all the pressure is on you! Don't tell. Telling is not giving feedback. Ask. Asking begins a discussion that leads to a conversation which is dialogue...."

For complete article visit www.phonepro.org