

# The Phone



# Phunnies™

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**NEW "PHUNNIES"**



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**"Now, where did I park that call?"**

If you have a caption for this image, submit it at [www.phonephunnies.com](http://www.phonephunnies.com)

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And now from the something more serious files...  
**Call Center Rep Coaching / part 3:**

## SO JUST WHAT IS COACHABLE?

Remember that a standard is an objective measure that applies to everyone. On the other hand, a style is a subjective measure that applies to just one person at a time. A good way to get these two clear in our mind is to compare them to something we understand very well. Think about music and musicians. Music is written (same notes and words = standard), and the very same music is performed by artists who deliver it in many different ways (variety = style)...

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## "phunny" mail:

This is really great. I read these before I leave work and my colleagues are wondering how I can leave work with a smile. What a great idea!

— Bunny

### A PIZZA MAN'S TECHNI-COLOR YAWN...

In selling advertising over the phone, it is often helpful to paint vivid, imaginary pictures. I once heard my colleague describing her ideas for a pizza restaurant ad. I overheard her telling the client: "In order to draw attention to your ad we'll use a picture of a guy throwing up a pizza." (She got the sale.)

### WOULD THAT BE ECONOMY CLASS, OR NO CLASS?

I am a customer service rep for a large international shipping company. We get many strange shipping requests, but the other night I received a call from a boy in his late teens asking if he could ship himself. Apparently our prices were better than the airlines.

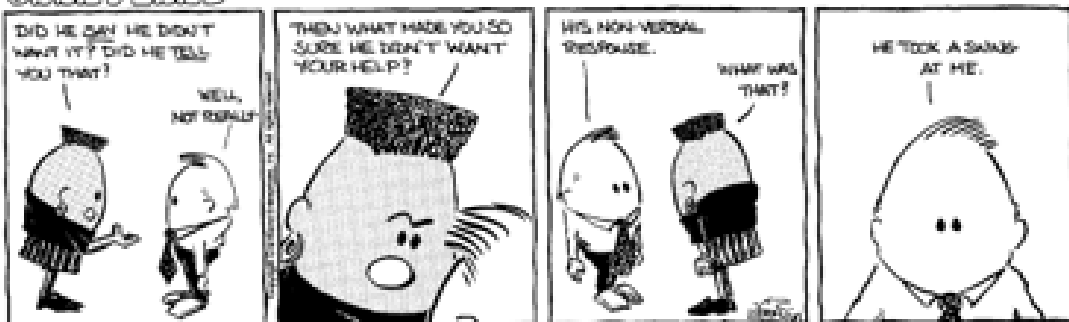
### REMOTELY CLUELESS!

I recently saw a distraught young lady holding a cell phone and weeping beside her car. "Do you need some help?" I asked. She said she had been trying to call her friends and family and was unable to reach them. Her trouble was that she couldn't get into her car because the battery on her remote key chain had died. She asked me to take her to the store to buy new batteries. I asked if I might see her remote key chain. She handed it to me. I took the door key and manually unlocked the door. Greatly embarrassed, she said thanks, then got in her car and drove off.

### "MAKING COPIES!"

Several years ago, we had an intern who was none too swift. One day she was on a typing assignment and called me asking, "I'm almost out of typing paper. What do I do?" I told her that she could get more paper at the copy machine. I got up and went to help her. I found her with her last remaining blank piece of typing paper at the copy machine. She had placed it on the photocopier and was making copies. I shook my head and walked away. Needless to say, she was not offered a permanent position.

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