



# **So You Think You Are a Good Customer...May I Place You on Hold for a Moment...: A Tongue in Cheek and Bite Your Tongue Look at Customer Service**

*Erin K. Keuter Laughlin*

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After years of work in Customer Service and Sales, there are always those events that make great dinner conversation and humor. My background consists of daycare work, retail at a health food store, District Manager at a newspaper, newspaper carrier, library technical page, substitute teacher, TSR (telephone sales representative), CSR (customer service representative), escalation line for TSR and CSR and phone quality assurance monitor. With each of these experiences in the work force, the number of customer service opportunities and mishaps did happen. The venues of business that were involved in each of these job opportunities did create many odd situations. In this book I will cover aspects of retail, financial, collections, personal shopper and other business lines that handle customer service. Please hang on for the ride, as the unexpected will happen when you least expect it. In customer service the unexpected is the norm. Along the way you will pick up some tips to be the good customer and make your life easier a phone call at a time.

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