

Serving Your Best!

A guide to better customer service and tips

LINDA GRACE



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Raffaela Di Napoli

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Lim, 2011-05 Bridget Jones's Diary meets The Office Madison Lee is a fresh college grad ready to take on the world of print media But she has zero luck landing a job Unemployment is at ten percent and on the rise Desperate and left with no other options she accepts a position as a service rep at a call center in Pocatello Idaho At the Lightning Speed call center in Spudsville Maddy plunges into the wild and dysfunctional world of customer service where Sales is prided over Service and an eight hour shift is equivalent to eight hours of callers bashing her over the phone Oh sure the calls are bad But Maddy manages to find humor on the phone and off the phone And with all the salacious drama behind the calls there is never a dull moment at the Lightning Speed call center Lately Maddy has been pining for her smolderingly gorgeous co worker Mika Harket Now things are heating up on the phone and elsewhere Don't hang up on this novel Working at a call center has never been this garish or this delightful DISCLAIMER If you find politically incorrect shows like The Office South Park and Chelsea Lately detestable juvenile and offensive then this book is probably NOT for you

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