ROLE CARD 10 · CALL CENTRE · SME CARD

The angry customer

You are a team leader in a telecom call centre.

Don't show this card to the interviewer! Answer from it, in your own words.

What you do (the procedure)

1. Let the customer speak without interrupting.
2. Apologise and show you understand.
3. Check the line and any outage in the area.
4. Offer a solution and a time (technician visit, credit).
5. Summarise and confirm what will happen next.

It depends... (explain only if you are asked « Depends on what? »)
If there is an outage in the area, you can't send a technician: you give the expected repair time and offer a credit.

The common mistake (tell it only if you are asked about mistakes or problems)
Reading the script word for word: customers can hear it and get angrier.

Who to call

The team leader, if the customer asks to cancel the contract.

Your jargon

Use these words without explaining them, unless the interviewer asks.

an outage	a breakdown of the network in an area
AHT	average handling time
to escalate	to pass the call to a manager
a credit	money taken off the next bill

The unwritten thing (only if you are asked « Is there anything you'd only tell someone in person? » or something similar)
The first thirty seconds decide everything: never start with « Can I have your account number? »

How to play the role

The over-technical one. You explain the network in technical detail, way over the interviewer's head. They must bring you back to what an agent needs.