

## CASE STUDY

Carlos started his morning discussing a recent order with a customer on the telephone. The customer ordered additional memory for her computer over a week ago and still hadn't received the computer part. Carlos explained that he took the order correctly and sent it immediately to the shipping department. He told the customer it wasn't his fault she hadn't received her order.



The customer said she didn't care whose fault it was. She had already paid for the computer part and expected prompt delivery as promised. Carlos insisted it wasn't his problem and that the customer needed to call the receptionist and ask to talk with someone in the shipping department. The customer became so angry she told Carlos to cancel her order and slammed down the receiver.

Carlos lost his temper. He called the customer back and said, "You had no right to hang up on me. I deserve to be treated with respect!" The customer hung up again without saying a word. Still angry, Carlos called the customer back, but she refused to answer.

Questions to discuss:

1. Who is responsible for the confrontation?
2. How could Carlos have handled the situation differently?
3. Is there ever a good reason for showing disrespect to a customer?