

Dealing with Difficult Situations

HANDLING RUDE TELEPHONE CALLS

A rude telephone call means talking to a caller who is impolite. Read about the rude or threatening calls below. Decide how the person who answered the telephone should respond in each situation.



Mindy is home alone. She answers the telephone and a man's voice says, "I am watching you right now. Some day you are going to be my girlfriend. We were made for each other." What should Mindy say or do?

Barry answers the telephone. The caller asks for Tonya. Barry does not know anyone named Tonya. He explains that the caller has reached a wrong number. The caller yells, "Well, listen here, idiot, let me talk with Tonya or you will wish you had." What should Barry say or do?

Sara calls about a job listed in the newspaper. After talking to the personnel director for a few minutes, Sara finds out the job isn't what she was looking for. Sara explains that the job is not right for her. She receives this response, "Well, why the heck did you waste my valuable time?" What should Sara say or do?

Rudolph's bicycle gets stolen from his garage. A friend says that Sean took the bike. Rudolph calls Sean and asks if he has the bike. Sean says, "Like I want anything that you have touched, I have my own cool bike." What should Rudolph say or do?