

# The Irate Customer

1. Adjective
2. Adjective
3. Number
4. Appliance
5. Adjective
6. Plural Noun
7. Feeling
8. Bpa Feature
9. Bpa Feature
10. Number
11. Adjective
12. Vpa Feature
13. Part Of The Body

# The Irate Customer

On a \_\_\_\_\_ Adjective day at the PEERS call center, Shanelle intercepted a call from an \_\_\_\_\_ Adjective \_\_\_\_\_ customer named Mrs.Losebumer. "Thank you for choosing PEERS, How may I assist you today???"; "You know I've been transferred \_\_\_\_\_ Number times today!!! When are you gonna get it right? You let my coverage lapse, without calling me to renew! I need the Value Protection thingy, on my \_\_\_\_\_ Appliance \_\_\_\_\_ and you want to give me that \_\_\_\_\_ Adjective \_\_\_\_\_ Basic Protection Agreement?"; What in the \_\_\_\_\_ Plural noun \_\_\_\_\_ does that cover anyway??";

Shanelle knows this may be a difficult call.

"I apologize for the inconvenience, I would be \_\_\_\_\_ Feeling \_\_\_\_\_ too. Let me tell you some of the features of the BPA plan. There is a 30-day waiting period, \_\_\_\_\_ Bpa feature \_\_\_\_\_ \_\_\_\_\_ Bpa feature \_\_\_\_\_ up to \$500 for a replacement and you don't have to pay the 20 service fee.

Mrs. Losebumer interrupts, "30 DAY WAITING PERIOD??"; I dont know whats that means...I want my VPA plan. Starting today!! I rather pay that \$20 EVERYTIME, I can renew up to three years and I only need \$250 for a replacement...I've had this plan for almost \_\_\_\_\_<sub>Number</sub>\_\_\_\_ yrs!

Shanelle states "I understand that you would like that plan, but the BPA is certainly a better plan with better features that that will save you money.

Then in a \_\_\_\_\_<sub>Adjective</sub>\_\_\_\_\_ voice she said to me, "I-want-that- \_\_\_\_\_<sub>Vpa feature</sub>\_\_\_\_\_ feature!!

Of course she thought to herslf, "Ive got to get this, crazy lady to Ray Jones!";

"Mrs. Losebumer Im, sorry, your not eligible for the Value Protection Agreement and your getting better features with the BPA.";

The customer stops for a minute screams to the top of her \_\_\_\_\_ Part of the body \_\_\_\_\_ and says "Well why didnt you say that the first time!!!?"; Mrs. Losebumer says with a smile in her voice. "All this time I thought you were cheating me... Thats fine I'll take it.";