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The Irate Customer

1. Adjective _____
2. Adjective _____
3. Number _____
4. Appliance _____
5. Disgusting Adjective _____
6. Plural Noun _____
7. Upset Feeling _____
8. Upset Feeling _____
9. Bpa Feature _____
10. Bpa Feature _____
11. High Number _____
12. Adjective _____
13. Vpa Feature _____
14. Adjective _____
15. 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 _____Disgusting 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 inconvience, I would be _____Upset feeling_____Upset 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 _____High number_____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 _____Adjective_____voice she said to me, "I-want-that- _____Vpa feature_____feature!!

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

"Mrs. Losebumer I'm sorry, your're 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.";

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