The Irate Customer

| 1. | Adjective |
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| 2. | Adjective |
| 3. | Number |
| 4. | Appliance |
| 5. | Disgusting Adjective |
| 6. | Plural Noun |
| 7. | Upset Feeling |
| 8. | Upset Feeling |
| | Bpa Feature |
| 10. | Bpa Feature |
| 11. | High Number |
| 12. | Adjective |
| 13. | Vpa Feature |
| 14. | Adjective |
| 15. | Part Of The Body |

The Irate Customer

| On aday at the PEERS call center, Shanelle intercepted a call from anAdjective | | | | | | | |
|---|--|--|--|--|--|--|--|
| customer named Mrs.Losebumer. "Thank you for choosing PEERS, How may I assist you today???"; "You | | | | | | | |
| know I've been transferredtimes 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 and you want | | | | | | | |
| to give me thatBasic Protection Agreement?"; What in thedoes that | | | | | | | |
| cover anyway??"; | | | | | | | |
| Shanelle knows this may be a difficult call. | | | | | | | |
| "I apologize for the inconvience, I would be | | | | | | | |
| the features of the BPA plan. There is a 30-day waiting period, | | | | | | | |
| 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 meansI 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 replacementI've had this plan for almostyrs! |
| |
| |
| |
| 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 avoice she said to me, "I-want-thatfeature!! |
| |
| Of course she thought to herslf, "Ive got to get this,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 smi | le in her voice. " | All this time | I thought you were |
| cheating me Thats fine I'll take it."; | | | |

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