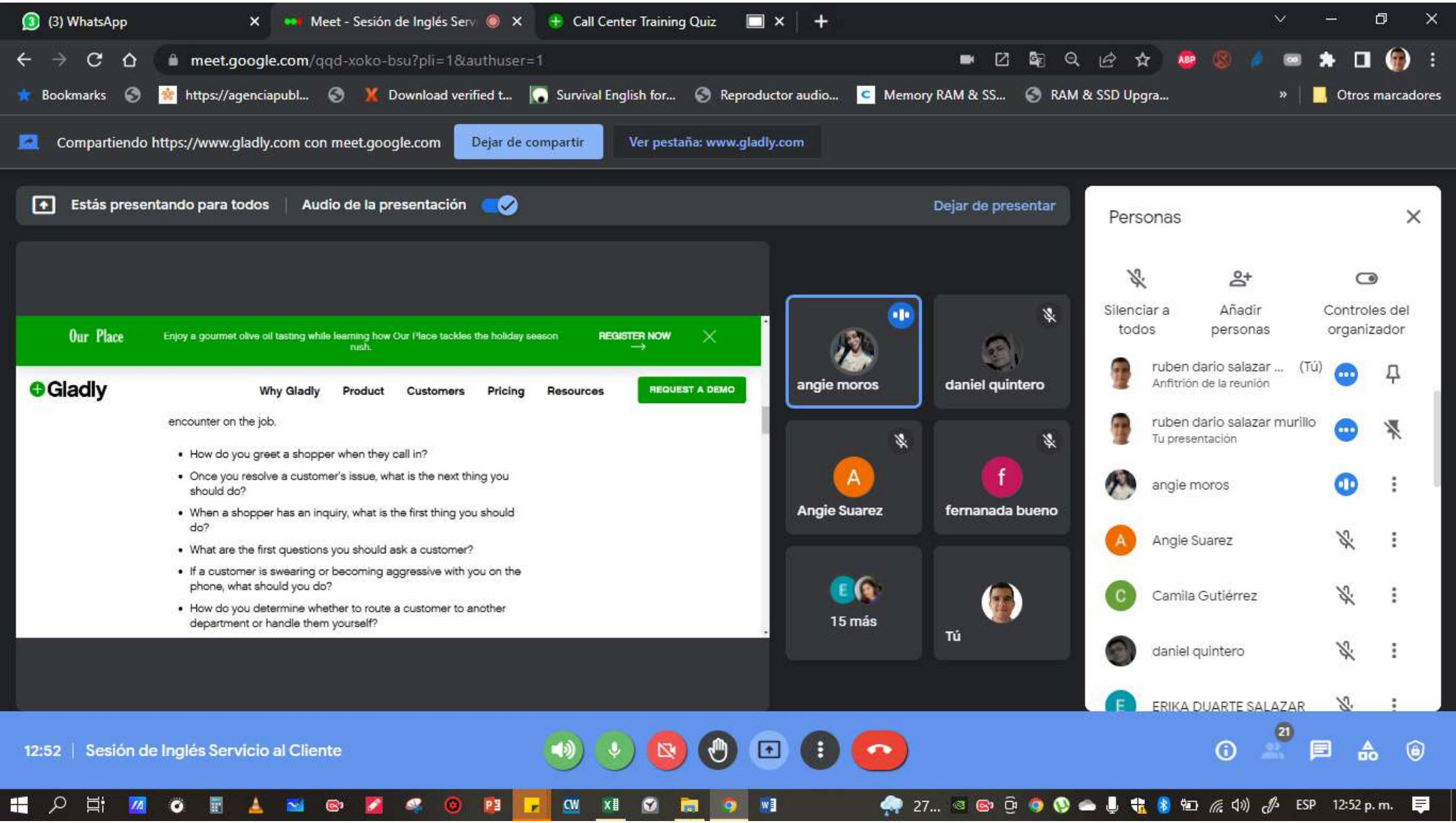

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encounter on the job.
How do you greet a shopper when they call in?
Once you resolve a customer's issue, what is the next thing you should do?
When a shopper has an inquiry, what is the first thing you should do?
What are the first questions you should ask a customer?
If a customer is swearing or becoming aggressive with you on the phone, what should you do?
How do you determine whether to route a customer to another department or handle them yourself?
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