

Actual Call Centre Conversations

Customer: “I’ve been ringing you on 0700 2300 for two days. Why didn’t you answer?”

Travel agent: “Where did you get that number from, sir?”

Customer: “It’s there on the door to your Travel Centre.”

Travel agent: “Sir, they are our opening hours.”

Caller (enquiring about legal requirements while travelling in France):

“If I register my car in France, do I have to change the steering wheel to the other side of the car?”

Then there was the caller who asked for a knitwear company in Woven.

Operator: “Woven? Are you sure?”

Caller: “Yes, of course. That’s what it says on the label; Woven in Scotland.”