



Customer Service Week *Angry Customer Logic*

Four frontline service reps (Emily, Jessie, Ahalam, and Katie) are all skilled at working with angry and upset customers.

Emily is especially gifted in building rapport. Jessie is extremely patient and always allows customers to vent. Ahalam knows her products and services and offers excellent solutions. And Katie always follows through on everything she promises.

One day four angry customers called. Which customer did each rep help?

- Emily only works with odd numbered customers.
- Jessie only works with even numbered customers.
- Ahalam only works with cranky customers.
- Katie never works with delightful customers.

Use the table below to figure out which customer each rep helped.

	Customer #1 Angry	Customer #2 Upset	Customer #3 Cranky	Customer #4 Delightful
Emily				
Jessie				
Ahalam				
Katie				