

Customer Service

1. Person In This Room
2. Noun
3. Noun - Will Be Repeated
4. Large Number
5. Repeated Noun
6. Repeated Noun
7. Repeated Noun
8. Location
9. Person In This Room
10. Verb - Past Tense
11. Adjective
12. Noun
13. Noun

Customer Service

Good Afternoon!

I just wanted to tell you that _____Person in this Room_____ was my _____Noun_____ today.

As occasionally happens, I made a mistake today. Unfortunately this was a biggie - I sent a _____Noun - will be_____

_____repeated_____ to _____Large Number_____ people. I recalled the _____Repeated Noun_____. Suddenly my Inbox becamebecar



full of _____Repeated Noun_____, a large number I could delete but even more I

couldn't. It was overwhelming. I tried to move the _____Repeated Noun_____ to a folder but they wouldn't move. I was

in tears because today was supposed to be my "Catch up" day.

The person I talked at the _____Location_____ didn't seem to understand how this was impacting my day.

THANKFULLY, she escalated this and _____Person in this Room_____ got assigned to me.

He called me and truly _____Verb - Past Tense_____. Throughout the process he kept me up to speed about what was

going on through IM.

Not only did he fix my problem, he had a _____Adjective_____, caring _____Noun_____. This is what _____Noun_____

throughout Duke should look like.

Thank you!

Kristi

