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## One night at call center pdf free download

8:31 p.m.I WAS SPLASHING MY HANDS HELPLESSEY IN THE SEXI Can't even swim in a pond, let alone in the Indian Ocean.While I was in the water, my boss Baksha was in a boat next to me. He was pushing my head down in the water.I saw Priyanka drifting away in a lifeboat. I screamed as Bakshi used both his hands to keep my head submerged water was filling my mouth and nostrils when I heard loud beeps in the distanceMy nightmare ended as my cell phone alarm rang hard in my left ear and I woke up to its Last Christmas ring tone.The ring tone was a gift from Shefali, my new semi-girlfriend I squinted through a half-shut eye to see 8:32 p.m. surrounded by little bells flashing on the screen. "Damn, I said and jumped out of bed. I would have loved to analyze my dream and its significance in my insignificant life, but I had to get dressed for work.9:05 pm"WHAT, SAFARI. LATE AIN? The driver said as I took the front seat. Sorry sorry. Shall we go to Military Uncle's place first? I panted to the driver.Yes, he replied, looking at his watch. Can we get to the call centre by 10:00 pm? I have to meet someone before their shift ends, I said. Depends if your colleagues are on time, the driver replied laconically. Anyway, let's pick up the old man first.Military Uncle hates it if we are late. I prepared myself for some dirty looks. His tough manner comes from his days in the Army, from which he retired a few years ago.At fifty-plus he is the oldest person in the call centre. I don't know him well, and I won't talk about him much.but I do know that he used to live with his son and daughter-in-law before he moved out for which read thrown out-to be on his own.The pension was meagre, and he tried to supplement his income by working in the call centre. However, he hates to talk and is not a voice agent.He sits on the solitary online chat and email station.Even though he sits in our room, his desk is at a far corner near the fax machine.He rarely speaks more than three words at a time. Most of his interactions with us are limited to giving us condescending young people glances.AuthorChetan BhagatLanguageEnglishNo. of Pages165PDF Size1 MBCategoryNovel One Night at The Call Centre Book PDF Free Download Thank you for interesting in our services. We are a non-profit group that run this website to share documents. We need your help to maintenance this website. To keep our site running, we need your help to cover our server cost (about \$400/m), a small donation will help us a lot. Please help us to share our service with your friends. CC0/PublicDomainPictures/Pixabay If there's one thing every business needs, it's excellent sales and customer service. Many times, those services are provided by employees working at a call center. If you enjoy a fast-paced environment, helping others, and connecting with customers, you'll love a job in a call center. It's direct connecting with others throughout the day, and many people thrive with that.Know What Type of Call Center You're Interested InCall centers handle all kinds of work, from customer service to sales to technical support. What are your specific skills? What are you most interested in? There are a lot of ways you can position yourself for a rewarding career, but it starts with knowing where to focus. Look for call center jobs in your area, and see what type you would be most suited for. Also pay attention to the hours the center is open. They will be looking for all shifts, so expect to be asked to work nights and weekends if the center is open at those times. The more available you are, the more likely you are to win the job.Practice Your Soft SkillsSoft skills include the ability to listen well, empathize, and state your opinion gently and diplomatically. Practice doing this in your daily life, especially when you're stressed. There will be many times on the job when you will face these issues and you need to respond professionally. You can also practice roleplaying common customer service or tech support conversations so that you'll be prepared to answer common questions. This will help you in the interview and in the daily job.Finally, talk to other people you know who work at call centers, especially the one you're trying to get hired at. Ask them what's important and work on it. You'll be evaluated during work by call center quality assurance, and you want to do well. Apply & Prepare for an InterviewFind out what hiring call centers operate in your area and start applying for jobs. You might search, for instance, for "Call centers in NYC," or "Call centers in Dallas." You can also look for work-at-home options or apply through call center agencies. You want your resume and cover letter to emphasize your soft skills and availability. Talk about why you're excited about the job and how you feel you could contribute to the company. This will help improve your chances of getting an interview. At the interview, make a great first impression by dressing professionally, even if it's a phone interview. The outfit will affect your mood and approach even if they can't see you. Practice common interview questions and sounding friendly and approachable. See if you can find a call center test simulation to help you prepare. Come up with questions to ask the interviewer, such as what career advancement looks like in their company.Follow Up After the Application and InterviewYou want to confirm with the company that they received your application, and emphasize your interest. You can do this most easily with a phone call, as an email may get lost. Once you have an interview, send a thank you email or card. If you don't hear back in a few days, call to find out the status of your application. Explain that you recently interviewed and are excited about the position. Ask if they have feedback or information about next steps.Call center training may be provided by the company. You should be able to find out start dates from the human resources department. As you hone your skills and pursue opportunities that interest you, you'll be putting yourself in a great position to succeed.MORE FROM QUESTIONSANSWERED.NET Want more? Advanced embedding details, examples, and help! CC BY 2.0/statefarm/flickr So, you have aspirations to work at a call center? Here are some things you should know to help make your job hunt a successful one.Telemarketing Call CentersTo have a successful career at a call center, you must have good people skills. Employers want to know how you will handle difficult situations, such as when an irate person starts yelling or hangs up on you. They will need to know that you can stay calm under pressure.CC BY 2.0/aquamech-utah/flickr Education RequirementsCall center employers will likely require you to have a high school diploma at a minimum. However, more people entering the field have bachelor's degrees, so to be competitive with other prospective employees, it may be prudent to pursue higher education.CC BY-SA 2.0/125497459@N03/flickr Good Listening SkillsAn employer needs to know that you have good listening skills. This job will require active listening — not interrupting the customer, trying to understand what they are asking and what it is that they want and asking good, probing questions. You may have some sort of script to read from, but you don't want to sound robotic.CC BY 2.0/tbisaacs/flickr FlexibilityDepending on the company who you will be fielding calls for, it's possible that the call center may be open 24 hours a day. How flexible is your schedule? Would you be willing to work the overnight shift? The more flexible your schedule, the more appealing you are to prospective employers.CC BY 2.0/tonythemisfit/flickr Computer ExperienceYou'll need to have at least some basic knowledge of computers to work at a call center. You should be familiar programs like Word and Excel and be able to type quickly as you will be entering information while listening to someone on the other end of the line. You might be asked to take a typing test before being offered the job.CC0/Free-Photos/pixabay CompensationBe sure you understand what the pay structure is for employees. Some businesses pay a flat fee per hour. If the call center is sales-oriented, you may be paid a smaller base salary and earn the bulk of your pay through commissions. If you're not comfortable with not having a reliable source of income, you may want to rethink your career choice.CC BY 2.0/orphanjones/flickr Ability to Hit GoalsMost call centers are metrics-focused, meaning employees are responsible for hitting certain goals every day. This may include number of sales made, number of calls taken, amount of talk time and more. The job-specific metrics should be discussed during the interview process, and a potential employer will need to feel comfortable in the knowledge that you understand the goals and that you have the drive to hit them.CC0/gabriele\_cc/pixabay Multitasking AbilityHow good are you at handling many things at once? At a call center, you'll be expected to do just that. You can listen to a caller, while entering information and thinking what to say, with other employees speaking at the same time around you and maybe having to search for the answer to a caller's question — all at the same time.CC BY 2.0/andrewmaione/flickr Personality TestsBe prepared to take a personality test and/or a competency exam to give employers a better idea of who you are. To be successful in this business, there are certain essential personality traits that an employer will want to know that you embody.cc BY-SA 2.0/kittymarie/flickr Can You Take Criticism?For the first few weeks after training, your phone calls will be monitored by a supervisor. It's their job to not only point out the strengths but, more importantly, highlight your weaknesses and give you direction as to how can you improve. How well do you take criticism from others? Will you feel comfortable knowing that someone may be listening to and evaluating your calls?CC0/DT/pixabay MORE FROM QUESTIONSANSWERED.NET





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