



## The Secret Diary of a Call Centre

By Call Guy

Createspace, United States, 2014. Paperback. Book Condition: New. 229 x 152 mm. Language: English . Brand New Book \*\*\*\*\* Print on Demand \*\*\*\*\*. Once told by a well-meaning teacher that he could be whatever he wanted to be CG has, since his first call centre job at the age of 18, spent on-and-off just over a decade in the call-centre. From big glass-and-steel air-conditioned open plan offices to seedy backrooms in red light districts, from the public sector to the private CG has been there taking and making calls. He's endured the murderous rages of customers and the oppressive policies of call-time obsessed managers, surviving and maintaining his sanity only by writing it all down in his award-winning blog The Secret Diary of a Call Centre. The book tells the story of one person's journey through call centre hell and back. Whether you are a call centre employee, or a customer this book is full of illuminating insights into the world of the call centre - a world which can be dull and oppressive with just the very occasional bit of humour.

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### Reviews

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*The book is fantastic and great. I have gone through and I also am certain that I will planning to read through once more once more down the road. It's been printed in an exceedingly simple way and is particularly simply after I finished reading through this publication through which really changed me, change the way I think.*

-- **Hank Powlowski**

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