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## 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 persons journey through call centre hall 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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-- **Hank Powlowski**

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