Chapter 3

Activity File 3-1 Evaluating a Case Study

**Directions:** Complete the following activity to learn more about how attitude affects career success.

Emma started her morning discussing a recent order with a customer on the telephone. The customer ordered an external hard disk for his computer over a week ago and still had not received it. Emma explained that she took the order correctly and sent it immediately to the shipping department. She told the customer it was not her fault he had not received his order.

The customer said he did not care whose fault it was. He had already paid for the disk drive and expected prompt delivery as promised. Emma insisted it was not her problem and that the customer needed to call the receptionist and ask to talk with someone in the shipping department. The customer became so angry he told Emma to cancel his order and slammed down the phone.

Emma lost her temper. She called the customer back and said, “You had no right to hang up on me. I deserve to be treated with respect!” The customer hung up again without saying a word. Still angry, Emma called the customer back, but he refused to answer.

1. Who is responsible for the confrontation?

<<Place Answer Here>>

2. How could Emma have handled the situation differently?

<<Place Answer Here>>

3. Is there ever a good reason for showing disrespect to a customer?

<<Place Answer Here>>

4. Ask your instructor where to save your documents. This could be on the school’s network or a flash drive of your own. Name your Word document *FirstnameLastname*\_Activity3-1.docx (e.g., JohnSmith\_Activity3-1.docx).