

# Using Online Angry Customer Videos To Learn Angry Customer Tutorial: Responding To Angry Voice Mail

In this audio record (actually voice mail), you'll hear a customer leaving a voice mail about a billing and pickup problem. (please note that this contains swearing/bad language.

Here's your question, taking the point of view of the company, and more specifically, the person who is responsible for calling the person back.

How do you respond to this caller, when presumably, you return his call? Please respond in the comment section.

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