

Customer Service: From the Other Side of the Phone

Dear Epoch VIP,

Thank you so much for being one of our readers!

As one of the customer service representatives responsible for your experience with The Epoch Times, I try my best to make your life easy.

But, as some of you may know (and may have even experienced firsthand), it's sometimes easier said than done.

One afternoon, I picked up a call from a customer who was unhappy about his subscription. He seemed very frustrated - that much was evident from the emotion I could feel behind his words.

This all came to a head, though, when I happened to mistype his telephone number.

"Are you dyslexic?!" came the other side of the phone. "There are ten numbers, can't you even get that right? God, you're stupid."

To be completely honest, the thought crossed my mind that I should've called in sick that day. But at the same time, I knew that whatever frustration I was feeling then, he must be feeling at least twice as much.

So, looking within myself for all the empathy, kindness, and strength that I could muster, I transferred him to a supervisor.

This story does have a happy ending though; the supervisor and the man ended up having a great conversation, and they were able to resolve his issue and satisfy his needs. This is my favorite ending to tell for all my customer stories.

With the CCP virus pandemic still ongoing and turning many people's lives upside down, sitting down at my desk every morning can feel like setting foot on a battlefield. Everyone calls in with a different life situation, and I, like a soldier, have to fight off their frustrations, their anxieties, their fear, and their uncertainty through empathizing with them and crafting a solution that meets their specific needs.

After all, everyone already has enough to worry about outside of the paper they read, and taking care of this one worry for them - giving them the gift of peace of mind, is something I take quiet pride in.

I like good questions and I'm ready to find the answer to the best to my knowledge. Some people want to prioritize their time to read in these uncertain times, and I even help some people on a budget. Though sometimes we can't get a satisfactory resolution, I really cherish every time I can hang up the phone with a happy customer.

And I not only like what I do - I love my job here.

Before the CCP virus came and we had to practice social distancing, I would often chat with the editorial team in my free time. From their words, I could always sense an attention to detail for conveying the facts of the situation precisely.

When they were frustrated, it would be because they were having trouble tracking down a source or finding a citation (or that their editors were asking them to support their claims with even better sources). But at the same time, there's still an overall feeling of warmth and support, a feeling that at the end of the day, we're all on the same team.

It's something that I can't exactly put into words, but I do know one thing for sure: that I don't think I can find a company like this anywhere else. **We really do care about reporting the truth and about putting others before ourselves, and I hope that's something you can feel in everything we do.**

And if you can't, give me a call and let me know. It's okay if you call me dyslexic - I'll understand.

In Truth and Tradition,

Marcus Green
The Epoch Times



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