

Title: Telephone Doctor: Six Cardinal Rules of Customer Service

Production Company: Telephone Doctor

Reorder Information: 800-882-9911

Length: 20 Minutes

Synopsis:

There's the Baseball Hall of Fame in Cooperstown, New York, and the Football Hall of Fame in Canton, Ohio. Now, welcome to the Telephone "Doctor" Hall of Shame.

Included in the Hall of Shame are those people who originated customer service blunders that plague the world. Meet the men and women responsible for poor customer service treatment both on the phone and in person.