

CUSTOMER SERVICE REPRESENTATIVE

NAME: _____

SEX: MALE FEMALE

AGE: _____

APPROACHES

COMPASSIONATE

INDIFFERENT

INSULTING

COMPLAINT CALL SUMMARY

- 1.) Pick you Approach.
- 2.) Roll d6 to determine the Caller's FOM.
- 3.) Find the Target Number based on Approach and Caller's FOM.
- 4.) Roll 4d6 and add the results.
- 5.) If it is equal to or greater than the Target Number the call is resolved. If it greater, you get the difference in additional Self-Control.
- 6.) If it is less than the Target Number, the Complaint is Unresolved spend Self-Control or Escalate.
- 7.) If the CSR Escalates, they will start over at Step 1 but will roll one less die to Resolve for each time they Escalate, to a maximum of 4 times.
- 8.) If the Complaint Call is still unresolved after the forth Escalation, the CSR has to pay the difference for the last roll in Self-Control.

ROLL FOR CALLER'S FOM

- 1-2 Confused
- 3-4 Stupid
- 5-6 Aggressive

TARGET NUMBER

	Co / Id / Is
Confused	20 / 15 / 10
Stupid	15 / 10 / 20
Aggressive	10 / 20 / 15

SELF-CONTROL



BATH

SALTS

HOURS

1 2 3 4 5 6 7 8

DAYS

1 2 3 4 5

HAVE A
NICE DAY!