**CUSTOMER SERVICE JOURNAL**

SCENARIO NUMBER TWO

Business is picking up at the Fancy Shirt factory, and Mary Nichols realizes she needs to hire an assistant. Whenever she’s not overseeing production, she’s processing orders and responding to customer letters. She hasn’t had a free minute in months to create new designs or select fabrics. She wants to hire a customer service manager who will take over all aspects of customer relations. What specific qualities should she expect her new manager to have?