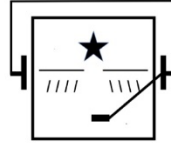


EXCERPT from ...

**CUSTOMER
SERVICE
CALL CENTER
HOTSHOTS**



**17 Insights Into Manifesting
Exceptional Customer Experiences**

**KNOW
THE DIFFERENCE
between
a BIG SHOT
and
a HOTSHOT**



WdL



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CUSTOMER SERVICE call center HOTSHOTS

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Dedication ...

To my Husband
and
All the Hotshots
Who lived and breathed
our team motto ...

*We don't get Bitter
We get Better*



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INTRODUCTION

Thank you for downloading the “CUSTOMER SERVICE call center HOTSHOTS” excerpt. As mentioned in the book cover on www.mentormewanda.com, the book itself contains 17 insights into manifesting exceptional customer experiences.

This is Insight #2 – Know the difference between a Big Shot and a Hotshot. If you enjoyed this insight, you may purchase the book on Amazon, Barnes and Noble, Books a Million to name a few.

Just a note ... the book chapters are broken down into insights and each insight may include the following:

- ❖ **THE TALK** ... a vocal-like presentation of the topic - marked with punctuations and formats designed to represent the tone and pace of the dialogue - along with general examples to illustrate the points being made.
- ❖ **THE COMMENTS** ... the possible reactions one could experience in response to the talk.
- ❖ **A SNAPSHOT** ... a visual summary of the topic.
- ❖ **A “YOU GOT THIS” section** ... activities, to put the topic into practice ... and ...
- ❖ **A “HINT HINT” section** ... with other practical suggestions that could possibly come in handy.

I trust the wisdom contained within may shed some light on your path. May ***Insight #2***, serve as a key to your inspiration.

WdLL

INSIGHT #2

KNOW THE DIFFERENCE BETWEEN A BIG SHOT AND A HOTSHOT

THE TALK

Customer Service Hotshots are VERY clear on the difference between a Big shot and a Hotshot. Trust me. They looked it up in the Oxford Dictionary of English ... the one from Oxford University Press ... the eBook Copyright 2010 version.

They know ...

- ❖ Big shot equals =
 - “an important or **influential person**”

... and ...

- ❖ Hotshot equals =
 - “an important or **exceptionally able person**”
 - repeat ... “an important or **EXCEPTIONALLY ABLE PERSON**”

And guess what?

They also know that Big shots need Hotshots to get things done. I repeat, Big shots need Hotshots to get things done.

Are you smiling 😊?

Good! NOW YOU KNOW WHY BEING A HOTSHOT IS SO IMPORTANT!!!

But it gets even better ...

Guess what happens when a Hotshot becomes a Big shot?

You got it!

You get an important **EXCEPTIONALLY ABLE AND INFLUENTIAL** person.

a.k.a. a HOT-BIG-SHOT

Now that's an extraordinary combination 😊!!!

HOTSHOTS are exceptionally able and extremely valuable.
Don't let anyone ever tell you otherwise!

Always aim to be a Hotshot 😊.

THE COMMENTS

Wake up and smell the coffee. Big shots here I come.

- - -

OMG, now I see why certain people above me don't know X!#! about what I do. They're Big shots not Hotshots. LOL!

- - -

This is the first time someone made me realize how important I am to the company. Talk about being valued. Thank You!!!

- - -

I have a new affirmation ... I am a Hotshot ... I am an asset.

- - -

Turn me into a highflier!

- - -

This totally makes sense. Knowing the difference between a Big Shot and a Hotshot gives me the power to see if I'm dealing with an exceptionally able or influential person. It's all starting to fall into place.

- - -

I noticed Hot-Big-Shots usually lead by example; they take ownership and get involved. While Big Shots lead by influence; they usually call a friend or ask someone else. Now I am clearer on who I am dealing with.

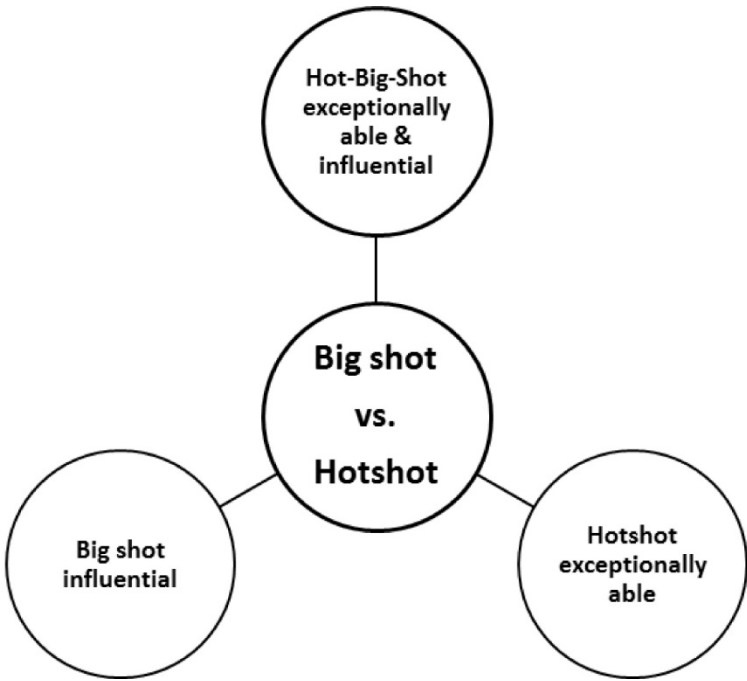
- - -

I wanted to pitch a new idea to someone, so I looked for a Hot-Big-Shot. I knew they had done my job and chances are they would have a quicker understanding of how this new process may add value to the company or our role.

- - -

All I know is I want to do everything I can to be a hotshot. Somehow it seems they have it together.

SNAPSHOT



- HOTSHOTS GET IT DONE -

YOU GOT THIS!!!

Create a personal tag line that will keep you on the Hotshot track. Enter it in your journal.

Examples

Able & Hot

Hotshots get it done!

Big shots count on Hotshots.

HINT HINT

What you have between your ears is yours to keep. It's what you take with you when you move from position to position or job to job. No one can take it away from you. Once that knowledge is between your ears it is yours to keep. Remember that!

- - -

Be like an apprentice. Learn from the subject matter experts and skilled people around you. Emulate them. You'll turn into a Hotshot in no time at all 😊.

- - -

When you ask to sit with and listen to a top performer, be cautious. Some of them may turn their "winning game" off because they don't want to lose their edge on the incentive performance payout. You are better off watching them perform from a distance.

Even better is to ask to listen to the calls of top performers. Then emulate the good parts.

ABOUT THE AUTHOR



WdLL a.k.a. Wanda de Liefde-Lyons is respected as one of the most tenacious and effective Customer Service leaders one can have.

Born in London, England she came to the US in 1994. Over the decades, via her coaching at Select Portfolio Servicing, EverHome Mortgage and Bank of America to name a few, she contributed pioneering ways to generate greater awareness of the strength of mind, emotional restraint and willpower one can execute, when facing difficult people and dealing with deficient work environments.

"focus on results and work backwards from there, the bottom line takes care of itself" she'd say.

Her books, which are unique and entertaining, introduce associates to the habits of exceptional performers.

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