

HANDLE TIME

Questions and Topics For Reader Discussion

1. Why do you think the author chose to add so many illustrations and variable type fonts in the book?
2. What was the most humorous moment in the novel for you? Does the *DELSTAR* Bank call center remind you of your own work environment?
3. **HANDLE TIME** features a motley cast of characters. Which character is your favorite? Which do you find least likeable? Does any character closely resemble a person with whom you work?
4. The novel contains insights into many aspects of call center work life; but can you think of any office situations not included that you wished the author had addressed?
5. If this is your *first* exposure to call center work life, what is your opinion after reading the book? Is it the way you pictured it to be? Had you given any previous thought to life inside of an American call center before?
6. Have you ever been publicly embarrassed in your work environment the way Chase was when she was wheeled out of the building? If so, what happened? How did you deal with it?
7. Is your immediate supervisor at work an ally or an adversary to you? In what ways?
8. What would you do if a celebrity you admired called your job and gave you a hard time? How would you handle it?
9. What did you think about the use of modern technology and Internet lingo used throughout the book?
10. How did **HANDLE TIME** make you feel when you put it down? What thoughts did it evoke for you? Are you motivated to recommend the book to others?

