



## News clippings

Date : 19<sup>th</sup> December, 2011 (Monday)  
Source : The Standard  
Re : **Women blamed as staff stress levels soar**  
Ref : [http://thestandard.com.hk/news\\_detail.asp?we\\_cat=4&art\\_id=118073&sid=34826248&con\\_type=1&d\\_str=20111219&fc=1](http://thestandard.com.hk/news_detail.asp?we_cat=4&art_id=118073&sid=34826248&con_type=1&d_str=20111219&fc=1)

Many workers in the service industry suffer from stress and insomnia because of absurd customer demands, with women being the most troublesome.

More than two-thirds of 500 respondents surveyed by the **Vital Employee Service Consultancy** complained of being under constant pressure at work.

Women are four times more likely to cause them trouble than men. "The staff describe a troublesome customer as someone who makes unreasonable requests, shouts loudly or impolitely, or says humiliating words," management consultant Suen Lap-man said.

Suen added while the general belief is that mainlanders are more rude, those interviewed noted no major difference.

"In fact, the staff say local people know the ways and procedures in complaining, and consequently are more likely to cause them to lose their jobs."

Paul, a 40-year-old customer service officer, recalled how a male customer insisted on getting a copy of an 18-month- old receipt in one day.

Paul replied he needed at least two days to oblige, but was told he would be reported to the consumer watchdog.

- The End -

