**Answers for case study for group 5**

1. **Mohammed Abdo Abdo Mohammed**
2. **Mostafa Ahmed Mohammed Negm**

**Question 1: From an emotional labor perspective, how does dealing with an abusive customer lead to stress and burnout?**

Dealing with abusive customers causes psychological stress and burnout due to employees' inability to vent their negative emotions and handle challenges appropriately. They face ongoing mental pressure and lose balance in their work and personal lives.

**Question 2: If you were a recruiter for a customer-service call center, what personality types would you prefer to hire and why?**

I would look for individuals with leadership qualities, tact, intelligence, and the ability to solve problems quickly. Are they capable of handling challenges and addressing issues efficiently?

**Question 3: How might emotional intelligence play a role in responding to abusive customers? What facets of emotional intelligence might employees who are able to handle abusive customers possess?**

Emotional intelligence helps in understanding customers' emotions and addressing them effectively and kindly. Key traits include self-awareness, self-regulation, and empathy.

**Question 4: What steps should companies take to ensure their employees are not victims of customer abuse? Should companies allow a certain degree of abuse if it results in satisfied customers and perhaps greater profit? What are the ethical implications of this?**

Companies should record and monitor calls, establish strict policies against employee abuse, and prioritize employee well-being. Allowing such abuse is unethical and can negatively impact the company's reputation and employee welfare.