

## **A Co-Worker Conflict (Part 3)**

**(Story word: customer)**

Phil looked at the ticket. He could see that there was no date and no name. Now, he could recognize the bike as one that he had worked on, but he could not recall any of the details of the repair. He wished he could take back everything he said.

Phil said, "I wanted to say something that would make the customer less upset, but what I said was dumb."

Ben could see that Owen and Phil had more to say to each other. Ben said, "Thank you. I am going to get back to my bike."

After the day was over, Phil went into the back of the shop where Ben was sweeping up. He said, "I have been thinking about what happened. I know that I have not been at my best this week. And then what I said to the customer was so stupid. I will do my best to make it up to you."

Ben could see that Phil felt ashamed. Ben would not want to be in his shoes. He gave Phil a small smile and said, "Thank you for saying this. Sam will be back next week, and I think that will be good for all of us."