



## RACISM-A CALL CENTER AGENT'S STORY

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You and I belong to the same race. We possess the same body parts, have the same emotions and aspire to achieve the same things. Therefore, we should never allow the color of our skin or the race we are members of to drive a wedge between and among us. It always hurts to be labeled pitiful, unworthy or inferior just because one belongs to another race. Although racism before was even worse, it has not completely disappeared from society. There are still those who find mingling with other races rather uncomfortable. There are even others that refuse to have anything to do with a certain race just because that particular race is reputed to be crooked, corrupt or just "different".

Several years ago, during my call center days, I was talking to a very difficult customer on Internet phone. Although I couldn't blame the person at the other end for being cranky because of our center's method of cold calling, what he said particularly hurt me more than any swear word probably ever could. He said, "You belong to the mud race, don't you? Where are you calling from?" At that, I couldn't say anything since I found it unbelievable that such people could still exist many half-centuries away from the Victorian era. All I managed to say was, "Sir, you're very funny, believe me. Thank you for taking my call. God bless you, sir." I was shaking after that call not because what he said was true, but because I could not believe such cruelty to still exist.

Anyway, that period in my life has long gone. But I still pity those who need to contend with such peevishness day in and day out. Okay, being in a country where powerful nations outsource various segments of their business to can be both pain and glory, but who says that call center representatives need to enjoy that? We're people, too, and probably our ability to adopt particular Western accents is appealing. But that ability, unfortunately, will not suffice to make us cold to insult. I am amazed at those who are able to stay in their jobs without complaint and bitterness. Maybe the reason why that particular era of my career didn't last long was because of my inability to bear the heartache of being insulted.

In our daily lives, let us teach ourselves to embrace the diversity that exists among us. We may belong to different races, but there's absolutely no reason on God's green earth that we can't learn to win the race against racism.

### QUESTIONS FOR DISCUSSION:

1. Define racism.
2. Have you or somebody you know ever personally experienced racism? Be able to recount the story in class.
3. How can racism be eradicated? Can it ever be eliminated? Why or why not?
4. How does racism create problems in society?
5. Why do you think we were created of different races? Elaborate on your answer.