

Customer service - takes two to tango - 24 Nov 2014

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Between the [Cell C banner](#) and that [frog in the salad](#), we've seen a lot of talk centred around customer service... or the apparent lack thereof. Dylan Balkind believes the customer service industry is trying to dance with [two wrong feet in ugly shoes](#), while Grace Belger reckons we should [stop lawyering up](#) and just be human. Consumer Ombudsman Neville Melville, however, offers a cold [dose of reality](#) to consumers who think they've hit the jackpot upon finding hardware in their ready meal...

And retailers (as if you need the reminder), you have only 30 more shopping days to bag those Christmas sales, so what are you waiting for? Go, go, go!

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