

# A Natural Customer Representative in the Making

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“[insert Chinese takeout restaurant], how may I help you?”

When you call your favorite Chinese takeout place for a pick-up or delivery order, this is probably what you hear. What you probably can't tell is sometimes on the other end is probably a young adult. Someone who is still in high school or sometimes younger.

My parents have a Chinese takeout restaurant, growing up my siblings and I all had to learn the ropes of working there. At an early age, we all naturally learn to do certain tasks within the store. Another reason is due to the fact that we all grew up in the restaurant. It's where we spent our weekend, breaks, and sometimes weekday evenings. So naturally we learn to pick up an incoming order on the phone or handle the customers that walked in. Not only, but it was also encouraged from our parents to help out when we can at the restaurant.

For my siblings and I, this seems like a normal thing to learn how to interact with customers and to work in a fast-paced environment. Along with perfecting the voice of customer service. Although it was normal for us and many other Asian families who own businesses, this is a side of our upbringing that is not widely known.

Many young adult work experiences may start at 16 or a few years younger, probably working at a movie theater or a summer camp. But for a handful of Asian Americans, our working experience starts earlier than that. This is why through our experiences working in restaurants or any customer facing businesses, we are natural customer service representatives in the making.