**Work Questions for “The Culture Shock of India's Call Centers”**

<http://www.forbes.com/sites/morganhartley/2012/12/16/the-culture-shock-of-indias-call-centers/>

**Pre-reading questions – google/bing/wolfram alpha it!**

1. Where is Bangalore?
2. What is a call center?
3. Why are many call centers outsourced to India? If you want, you could check out this site offering call center services. <http://www.callcentersindia.com/index.php>

**While reading**

1. Who is Krishna Shah, and what does he do?
2. What is BPO?
3. Why do you think a good accent is so important?
4. Describe Deep and his views on the West.
5. Describe Sonam Nidur. What did she do before she started working for Mphasis? And what does she dream of doing next?
6. The call centers are seen as a stepping stone for the workers. What are some of the skills you learn in a job like this?

**Post-reading questions – for discussions in groups**

1. What are your own views on what the similarities and differences between East and West are?
2. Imagine you were asked by an Indian to give him/her some pointers about Danish manners and cultural idiosyncrasies. What would you tell that person?