



Complaint Desk

William J. Farma

Good morning, sir, can I help you? A clerk in the sporting goods section was rude to you? What did he do? Well, sir, they usually try to help you and show you how to use things. What's rude about that? Oh! He knocked you out in the first round? ---- I'm sorry, sir. Really, I am! I'll see that his boxing license is revoked. In the meantime, I'd suggest that you buy some dark glasses to hide your black eyes. The sunglasses would be downstairs next to our cosmetics department. Yes. Thank you! Next?

Yes, Ma'am. Ma'am? Do you have a complaint? - - - - Uh, huh. Well, ma'am, I'm truly sorry that your husband is a loser, but this desk is for complaints about what? You want to replace him? Uh, ma'am, we only replace merchandise bought in this store. You met him here? I see. Well, I'm afraid you're stuck with him. Next! Can I help you? A problem with what? The gopher poison you bought. Did you buy it here? O.K. What's wrong with it? They liked it? How do you know? (laughing) Are you serious? They actually follow you around? I'm sorry, I shouldn't laugh, but . . . yes sir, I know it's a real problem. I'll take it and send you a replacement.

Wow! We get all kinds here, don't we? I didn't even know there was such a thing! Yes, good morning, ma'am, how may I help you? Your feet hurt? Well, are your shoes too tight? I see. Well, ma'am, this store requires it's customers to where shoes, but besides that, why do your feet hurt? Some tacks? I don't see how that's possible. This is a tax-free institution! (laughs) Get it? (hehe) Uh, yes, ma'am, I can solve the problem. Our shoe department is down the hall and to the right. Buy some shoes!

Next! Yes, ma'am, I understand. The baby shoes you bought your child don't fit him? I just need to get some information from you. Let's see. How old is the child? Twenty-three?!? Oh, you bought them twenty years ago. Well, ma'am (seeing the lady is looney) we really appreciate your patronage all these years. You see, children

grow and get bigger over the years, and the shoes were only meant to be worn for a little while, and then you have to buy new ones. Yes. Would you like to buy him some new shoes? O.K. Just go down that hall and to the right. That's it. Off you go!

Whew! Hello, sir. A dog collar? Let me see if we have those. I'm sorry, but we don't carry dog collars. According to the book, we carry goat collars, raccoon collars, monkey collars and camel collars! Wow! Didn't know that! I'm really sorry, sir, but for some reason we don't carry dog collars. A leash? Sure! How long of a leash. We've got three foot, six foot and ten foot leashes. Pardon? Just three inches long? Well, sir, wouldn't that kind of defeat the purpose? I mean, when you walk your I see. You're close to your dog and you want to stay that way. (to fellow worker or himself) All kinds, I tell you, all kinds! I'm sorry, for some strange reason we don't carry three inch dog leashes either. Is there anything else? Dog biscuits? Try our bakery department! Everything they bake tastes like dog biscuits! You're welcome!

Yes, sir. You have a complaint? What's that? You've lost your wife. Well, let's see. Have you tried women's shoes? No, I don't mean you! I mean the department! She might be there. Or maybe the cosmetics department? You haven't tried either of those places. Well, that would be my suggestion. The women's shoe department is up the escalator, and . . . oh, you're afraid you'll find her? Yes, sir. I understand. Here, just have a seat and relax. If she's shopping, she probably doesn't even know you're gone, so you just enjoy your time alone, and take a nice long nap in the comfy chair. There ya go. We try to please our customers however possible!

Yes, ma'am? Yes, you can get bird seed in our pet department. -----Yes, for all kinds of birds. No, . . . no ma'am. That's not what I meant, and that's not how it works. Birds don't grow from seeds. Now, they EAT seeds, but they don't grow from them. No. Yes, I'm sorry to disappoint you. Yes, I know. I'm sure you do, but that's not the way to get a lot of birds. You could buy some in our pet department. O.K.? All right. It's right down there. There you go.

What's that? Yes, sir, I see your snow shoes. Did you buy them here? O.K., what seems to be the problem? It hasn't snowed once all winter? Well, I'm sorry sir, but we don't have control over the weather. No, sir, there's no money back guarantee if it doesn't snow. Why? I guess it's because, um . . . yes, I see the rain coat. Well, I know it hasn't rained much either, but. . . yes, sir, but we have no control over the weather. Well, . . . all I can tell you is to pray for a really snowy, rainy winter next year. Everyone will hate you for it, but hey! At least you'll get to use them! No, sir, that's all I can do. Next!

You can't find the book department? (scratches head in frustration as he looks at a map of the store) Well, I can see why. See, we've been doing some renovations, and they shifted everything around. Let's see, the book department is where the furniture department used to be, and the furniture department is where the hardware department used to be, and the hardware department is where the food department used to be. Sir, I'd say it's, um . . . down to the right . . .no, . . up to the . . .um. Here! Why don't you sit down here, next this nice napping gentleman and read a magazine until we get this figured out! There ya go.

Oh, there's the break bell. I'm outta here!

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