

Viewpoint

For what it's worth...

By: Ellich Insko

Fast food rudeness...

I used to work at our local grocery store for a few years and when I first started the most important thing you had to learn is that the customer is always right, no matter what.

Guarantees you sometimes that there is very hard to follow but no matter what, if you work for the public then you have to know how to deal with the public.

I work very hard every week trying to work for the public and make sure that my subscribers are kept happy. My boss expects nothing less of me.

I am also sure that most businesses in this town hold the policy that customers come first.

I was in a local business over the weekend and overheard a customer that was very upset about the service that they had received.

Instead of trying to make the customer happy, the girl spoke up and got very ugly and rude.

Mind you not the customers were a couple of elementary kids that had apparently been at the ball game and had called their order in 45 minutes prior to being treated so rudely.

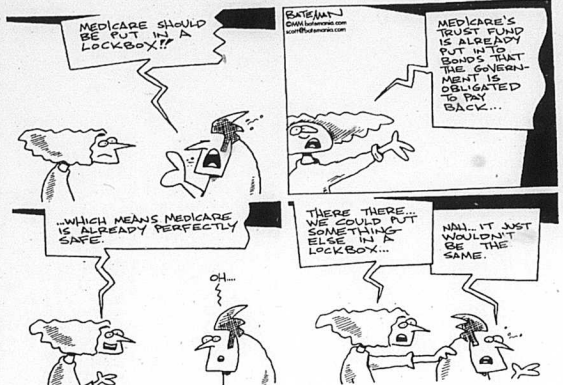
I just stood there listening, thinking about if that had been my child standing there. The children ended up getting their parents to take care of the problem but I'm not sure that an adult should have been treated this way, more or less a child.

I have been on both sides. It is very hard to just sit your tongue so to speak. Believe me I have slipped up at times and let my anger take over but had to pay the consequences in the end.

This may just go back to that old saying - treat others as you want to be treated. Understanding this could be very hard but at times but when you put yourself in a position such as working for the public then you know what you are dealing with before you get started.

So my final two cents... For what it's worth... If you are ever put in this position no matter what side you are on, when you act snobby and rude even if the other person has the very same attitude don't lower to that level. We all know the standards that we have set and need to follow. Just remember if you treat each and every customer as if they are your number one.

They will continue to come back because the customer is always right...



Letter to the Editor

Dear Editor:

I read the editorials everyday and listen to the television ads that call Scotty Baeder a liar who did nothing while he was in Congress. This is not the Scotty Baeder I know. The man I know co-sponsored the original Patient Protection Act, and supported several bills against

violence to keep families safe. During his last four years in Congress, he served as a minority party, which made it virtually impossible to get a Democratic Bill passed. This is another reason to vote the Democratic ticket. We need to get people in Congress that work for the middle class working people and the poor people. He will fight for Kentucky values, for smaller classrooms and stronger

education standards, to put respect for teachers and discipline back in school. He will fight to get affordable health care against the insurance companies, to save Social Security and to get the cost of prescription drugs under the Medicare program. Scott is a farmer. Who would fight harder for farmers, a farmer or a doctor? Think about it. If you are struggling to make ends meet,

if you don't have insurance, if you want your child to get a better education, if you are planning to get old and want to make sure Social Security is safe, if you want someone to fight for you, the Democratic ticket is your only choice.

Sincerely,
Joan Morris
160 Locust Grove Road
Carlisle, KY

'Jacket Pride!



Only three NFL teams have lost 20 or more playoff games. The Dallas Cowboys, the Minnesota Vikings and the St. Louis Rams.

The Carlisle Mercury

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