

Customer Service... Please Hold,
For Customer Service, Please Dial Zero...

The Pathetic State of Customer Service in America

By John and Mary Lunchbucket

Chapter One: Who the Hell Are These Guys?

John and Mary Lunchbucket are Bill Thurlow, Barry Woulfowitz, and Ginny Marconi. Together, we are partners in the American dream, a small business. Our business is a service, common to most people, but most importantly, we are in the customer service business.... and we are also customers!!

We believe our company has only a few basic philosophies, namely,

We always do the right thing.

We try to put ourselves in the place of the customer in a similar situation when there is a conflict.

If you make a deal with our company, we expect you to pay your invoice

Our work is 100 % guaranteed

Barry and Ginny will put up with Bill freaking out on a monthly basis concerning cash flow...

We always do the right thing..

However, we are John and Mary Lunchbucket, We eat fast food at all the franchises, we shop at the local supercenter, we go to a variety of super markets, we deal with our Uncle Sam on a daily basis, every time we pick up the phone, turn on a light, turn on the cable TV, pay the rent, pay the insurance, turn on a faucet, put gas in the car, and every other way to spend our hard earned dollar, we're customers! Now, this is not an advertisement for our company, but if you buy the book the last chapter will give you names and specifics of how we try to do things, by the way we'll even tell you about some things that blew up in our faces!

In short, my friends, we're you, and this book is about how we're fed up with having to put up with unbelievably bad customer service in America.....By the way, all of these stories are true!.... Please Hold....

Like everyone else our lives changed on September 11,2001. We're overworked, underpaid, everything costs too much, and we pay too much in taxes. We think that the government is a mass of bureaucracy, however we are a democratic society and given time, we have the chance to vote and change things.. The simple fact that John and Mary can even express their views in

writing is one of the things that makes this America.

However, we're also capitalists. Quite simply, we work providing a good or a service in exchange for having money to purchase goods and services. We realize that over time the price of the goods or services that we provide and purchase will increase. Friends, expenses rise to meet income and time is money!

We read in the paper how bad the economy is and yet we still manage to have food clothing and shelter. Our dollar becomes more precious to us to maintain our lifestyle and yet we have to continually put up with not getting our money's worth.

We maintain that if you treat us like customers, we'll pay a little bit more, because, if the deal is right, you do get what you pay for!

Please hold...we are experiencing heavy call volume at this time, a representative will be with you shortly.....