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Chapter One: The Post Office:

True Post Office Story #1:

John and Mary want to do business with our Uncle Sam, but why do does he make it so hard? It's a fact of life that every few years postage goes up. Remember, we're capitalists, so we understand the cost of doing business.

Like everyone else in America, John and Mary have plenty of 34 cent stamps, but of course, no 37 cent stamps. So, John goes to the Post Office to buy stamps. Keep in mind, that this price increase has been announced months in advance. To everyone except the person that writes the schedule at the Post Office!

John walks in to the main Post Office in a South Florida Community named after a fish beginning with "p" beach, Florida. John Lunchbucket realizes, he may not be the only person in town that needs stamps, but our Uncle Sam will have planned for that and the fact that he will get at least three cents on every stamp he sells, will have staffed accordingly.

Sorry, friends, it didn't happen. John found a line of a least 15 people and one person at a 4 person counter. Remember, time is money so John has to stand in line spending his time, to give someone, his money, to pay for a price increase. A problem easily solved,

John and Mary run their own small business, remember? The most expensive cost of doing business in their case is labor. When you have a chance to increase sales, and take my money,staff accordingly and worry about it later. Fish while the fishing is good, high sales will cover high labor cost.

So John is taking his time to stand in line to give someone his hard earned dollar to cover a price increase to cover the cost of doing business. John has to beg people to take his money!

True Post Office Story #2:

Near John and Mary's office, they built a new post office. It's a beautiful building. John decides, despite the fact that he has zero patience after true post office story #1, that he'll give it a try. Some time has gone by, the tourist season is winding down in South Florida, and it's about 3 in the afternoon. He's ready to buy \$37.00 worth of postage to help run The American Dream.(John and Mary Lunchbucket's Small Business).

John feels a little uneasy when he parks and sees a Federal Express drop box at the entrance, that doesn't say too much about Priority Mail, but that's another story in itself.

Anyway, four person counter with, of course, one person behind the counter. Six people in line, but let's face it, sometimes you just can't predict these things. John's in a small business and he understands these things happen.

Apparently, the clerk was running out of change and rather than call someone at the post office to help resolve the situation, decided to have John Lunchbucket and the rest of the customers become banks. He announces, rather loudly and undiplomatically,

"Folks, we don't need \$20's."

Well I sure do, thinks John, as a matter of fact, I'll swap you all of these ones and fives for your \$20's, one for one, even trade.

John is dumbfounded. It's 3 in the afternoon and you all ready blew the staffing, but sort it all out,

John has to bring a product, in this case, money, to the manufacturer, Uncle Sam, to exchange it for another product, also manufactured by Uncle Sam, stamps, and, he can't make change?

Once again , friends, John is begging people to take his money and he has to bring the correct change to the person that makes the money and the product he's buying?

Ah , customer service in America.....