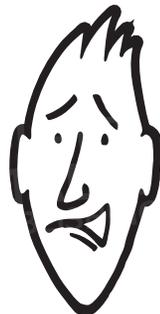


Airhead!

The diary of an incompetent air-con apprentice...



MONDAY

Got a call from a management agent asking if we could do an urgent repair job tomorrow, or if we were booked-up. *"Booked-up? Us? Course not, mate - we'll be there at half-nine tomorrow."* Afterwards, Max was dead chuffed: *"Play our cards right and we'll get more work from these people. See? It's all about customer service and saying 'yes', son."*

"Er... but didn't we have a maintenance job booked for tomorrow, for a Mr. Turner?"

"Listen - it's all about saying 'yes' to the RIGHT people, geddit? Turner's not important - call him and say we've had to cancel due to... to... whatever, just make something up."

TUESDAY

Did the repair for the management agent, tho Max wasn't familiar with the system and seemed unsure how to fix it. *"Shouldn't we call the manufacturer?",* I asked. *"Are you daft?",* Max sneered. *"And make us look like plonkers? Nah, I'll wing it - we'll get away with it."*

WEDNESDAY

Max's golf day. I stayed in the office and played *War Horse* versus *Predator*. The horse didn't stand a chance.

THURSDAY

Called Mr. Turner to re-schedule Tuesday's visit, but he was furious: *"Oh I see, suits you now, does it? Let me tell you, sonny, that's not the way to run a business - bloody cowboys! I'm looking for a*

company I can rely on - I own a development of fifteen villas and was looking for someone to take over the maintenance plus six new installations."

"We can be there in half an hour - ?"

"But two days too late! I've already given the work to Penguin. Reputable company, prompt service, decent people - you should take a leaf out of their book. Now please go away - in fact go out of business."

FRIDAY

The management agent called to say that the air-con failed again. They're refusing to pay for Tuesday's visit and have now brought in Penguin to sort it. Then they hung up. Oh well - TGIF!



Don't get an airhead, get an expert!

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