

Community Comment April 13th, 2015

By Jon Sapper
Communication

You gotta laugh at how two people can be talking with one other and little or no communication is going on. For example, a couple of weeks ago I dropped off four of my work shirts at a local drycleaner. I like this place. Great customer service, fair price, quick turnaround....You know, all of the important stuff that good drycleaners do.

Well, I walked in the door and was greeted at the counter in a pleasant manner. She smiled and said, "What can I help you with?" I thought it might be apparent since I had four shirts draped over my arm and this was a drycleaner business, but I went along with it and said, "I have four shirts for you." She replied, "What would you like done with them?" I honestly didn't know how to answer that question, so I stumbled a bit verbally and pensively replied with a question, "Cleaned?" She said, "Well I know that. I was wondering if you want them starched?" I said, "I would like them pressed." I started to feel like we were playing ping pong with the ball about to come back to my side a bit quicker than my tap across the net. It did. She said, "I know you want them pressed. We do that with all shirts. My question was do you want them starched?" Not wanting for this to escalate into a full blown tennis match, I said, "Sure. How about little starch." She replied, "Ok, we have light starch and heavy starch, so I'll give you the light starch." I responded with a thank you, certainly not wanting my shirts to come back perfectly creased like dress blues of a military officer and standing up on the counter without the support of a hanger.

She then asked if I wanted to pay now or later. I know I shouldn't have, but I replied, "What's the difference?" You probably already guessed it. She said, "The difference is you can pay right now or when you pick them up." I said, "I know that, but is there a break in the cost if I pay now?" She said, "Yes, 10%."and I said, "Thank you."

I then asked her if it would be possible the shirts could be ready the next day. She said, "Yes, for an extra 10%." I said, "Ok, let me figure this out.....I get a 10% reduction for paying now and you charge me an extra 10% for having them ready tomorrow. I'll just pay you the regular price now and we'll call it even." She said,

“Not really. If you pick them up tomorrow, you don’t get the 10% off by paying today.” Now I was totally confused and a bit flustered, but wanting my shirts back without the shape of an iron on the front of them, I said, “Ok, what do I owe you? She gave me the amount, I gave her the money and she smiled and said, “Thank you, I’ll see you next time.”

I will go back, but all the while thinking I would have had more fun at the dentist’s office.

This has been Jon Sapper for Community Comment.