Recently my family and I moved back to the area after living in Oregon for a brief time. Whereupon, I discovered Oregonians provided outstanding customer service. It did not matter if you were at the drive-through of your favorite fast-food chain, a convenience store, a gas station, medical facility or grocery store. At every turn, employees treated their customers, as they were the most important person in the world.

However, after returning to Louisiana, I have encountered just the opposite.

During my first week back in town, I experienced four- out -of- nine businesses, had poor customer service. That meant only five of those nine businesses offered the kind of customer service that would ensure my repeat business.

Of the other four, I was not greeted, as I entered their establishment, nor when I approached the checkout counter. The only communication between the employee, and me, was being told to, “swipe” my card and sometimes not even that.

There was no, “May I help you.” There was not a, “Thank you come again.” And certainly not, “Have a nice day.” Nothing. And, for the nurse with the bedside manner of a “Pet Rock,” you really need to find another profession.

Their attitude came across as though I, (the customer) was causing a great imposition on them, (the employee). That they, (the employee) would have to put aside their personal phone call to wait on me, (the customer) or how dare I interrupt their gossiping with another employee to ring me up or give directions for a particular item. Moreover, God forbid, if I needed something else that would require them, (the employee) to walk a few extra feet to retrieve my request. Their disdain evidenced from the sigh that escaped their lips, to their body language on a whole.

Now I realize many of these positions only pay minimum wage, and that may not be an incentive to do their best, however, I have experienced this same attitude in other professional services, where, I know the wages are better. But, does that give the employees the right to take out their lackadaisical attitude on us, (the customers)? Did I force them to take a job they obviously care nothing for?

No, I did not.

So many times, I have wanted to ask, “If you hate your job that much, why not find another?” Or, I may say, “I’m sorry to have inconvenienced you, now, where is your manager?”

What many employees fail to understand, without the customers there would be no revenue for the business, thus, there would be no job. Moreover, if their attitude is due to poor training, then management needs to step-up and do a better job training their employees.

Pat McKinley is a weekly columnist for the Bossier Press-Tribune. Share “What’s Bugging You” with her by emailing patmckinley@bellsouth.net or newsroom@bossierpress.com.