

28th August 2004

Dear Editorial

I GOT GOOD OLD FASHIONED SERVICE!

No wonder people sit and complain these days, is it because not many people have pride in their jobs.

I run my practice by being polite, going the extra mile, and as a gentleman in Enfield taught me as a student I open the door for all patients leaving, and it makes a difference.

My glazing equipment has been trying to die for the last 3 months I have resorted to flat edging and then hand bevelling, the company who supplied both can not repair them as they no longer supply parts. Fancy that! I had the same with the pulsair.

I phoned my lens supplier, and asked who could I phone, and I was told 'speak to Graham at Graham Coates'.

I phoned Graham Coates at about 11 am, told him the problem, he said he would see what he could do. He telephoned me back at about mid day, said he had a machine, and when could he deliver it, bearing in mind this was Friday, he was on holiday early Sunday morning. He asked where the practice was, and I said as a joke, 'the outer Hebrides', I must admit he went silent for two seconds, I then admitted it was only Bath, not too far from Cheltenham, we both forgot it was a Bank Holiday and therefore traffic would be horrendous, (I may as well have been 200 miles away). He asked if he could come in the evening, as that would give him time to service the instrument, then he could set it up, and teach me how to use the machine. He guaranteed it should still work or be repairable for years to come, I might never need to buy an up to date modern 'all singing all dancing' machine that will become un repairable in a few years time as the two I have just stuck in a skip. I am to try the machine and see what I think of it whilst he is on holiday, and then decide whether I want to buy it.

If every one gave service like that then I am sure there would be fewer complaints, because I definitely do not have any.

Nina in Bath & Bristol