

The Rebel Speaks

GOVERNMENT ANTAGONIST AND HUGUENOT

"Ah," on to a different subject today. What is a charlatan? A charlatan is someone who prates much in his own favor; a quack; an impostor; an empiric; a mountebank! In other words, someone who says he can do it, but in reality is lying to you.

I, the Reb, experienced this exact problem while trying to get a watch fixed. The man took in the watch on the pretense that he had batteries due in a shipment that day. So this Old Reb left the watch. I came back a day later to see if it was

ready. Friday was the next opportunity. Well, "OK!" This was all started on a Monday and I finally went to see about it on Friday. Guess what? It wasn't in the store. He had jobbed it out because he could not do the work himself from lack of knowledge (needless to say, it was, so called, sent to another jeweler). He lied to get my money. He gave back the watch after I said that I was going to be unhappy that it wasn't fixed. His excuse was that the watch was shot! Then he said, "Don't come back." Great customer service! "A?" So, I said I can't stand a liar. I really mean that, too.

Just because I wasn't wearing a suit and tie and driving an older truck doesn't make me a target for obnoxious behavior from a better-than-thou. I took the watch to a jewelry store in downtown Claremore, Oklahoma. After five minutes the watch was running, and on the old battery I thought was dead.

It seems that if it looks fly by night, it probably is!

The charlatan business in question, Plum Gold Jewelers in Claremore, Oklahoma.

The business that knows its business is Heins Jewelers in downtown Claremore. Owner and man of knowledge: Vic West.

It turned out the contact where the battery sits had a tiny spec of rust on it. There wasn't anything but that wrong with the watch. Cost me a whole five dollars.

The moral to this story is to make sure that the person can actually do the work themselves and does it in a timely manner as they promise—and hold them to it.

"Your most unhappy customers are your greatest source of learning." **Bill Gates**

"A customer is the most important visitor on our premises, he is not dependent on us. We are dependent on him. He is not an interruption in our work. He is the purpose of it. He is not an outsider in our business. He is a part of it. We are not doing him a favor by serving him. He is doing us a favor by giving us the opportunity to do so."

Mahatma Gandhi

"Statistics suggest that when customers complain, business owners ought to get excited about it. The complaining customer represents a huge opportunity for more business." **Zig Ziglar**

"There is only one boss. The customer. And he can fire everybody in the company from the chairman on down, simply by spending his money somewhere else." **Sam Walton**

There are too many charlatans these days and not enough real people out there. The creator hates a liar and so does the Reb!

Time to ride. Someone gave us wrong directions, got to go back to where we took the wrong turn. I know there's a battle around here somewhere.

See you on the bridge!

P.S. The difference between a professional and an amateur is very obvious. I had my suspicions, but, like most, was willing to give the benefit of the doubt.

I am an electrician and gunsmith and musician by trades. A professional in all three and know one when I see one. I'll never do busi-

ness with an amateur again. I am West Electric! We built a big portion of Tulsa; I am Ambush, a successful band in the '70's in Tulsa; I am a professional!!

P.S.P.S. Rudeness is a poor substitute for knowledge! If you have had a similar experience, post it back. Who and where, so everyone will know.

Time to demand better. Personally, I believe in dueling, but cowards abound along with big mouths. So, I don't expect to get satisfaction. Balls? Either you have them or you don't!

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"The Rebel Speaks" newsletter's purpose is to share thought provoking viewpoints and inspire discussion and debate about today's political issues... and make you mad!