

FAST FOOD MENTALITY EXPECTED ON ALL LEVELS

We live in a world of electronic response and drive through banking along with fast food orders. Interestingly, you can also get married in a drive through in Las Vegas.

Unfortunately, for the rest of us working in the service industry, regardless of the service we supply, the “Fast Food” mentality cannot apply.

For those who live in condominiums, this expectation is not prevalent with eighty percent of the population. It is the twenty per cent minority that have difficulty understanding why they cannot order their renovation repair at one window and pick up their renovated unit at the next window, five minutes later.

Sounds silly! It is. Is it realistic? No. It is expected by some? Yes

Are you surprised?

For all of the general populations that go to work every day and deal with the general public requests for service, they will understand how this mentality is slowly creeping into our days when we are required to respond to service calls. Regardless, if we are to provide a piece of documentation, follow up on a work order with a third party, offer a solution... the list goes on and on. We find ourselves struggling on phone calls and emails trying to explain to people: There is a process.

We cannot phone our order in and expect immediate gratification.

Today I spoke with a young lady providing cable service. While she sits behind a fully automated system, we still had to make an appointment for a service rep. Four days... not bad. As I finished that call, I opened an email from an owner whose tenant did not have phone service and wanted it right now. They had the phone technician standing at the door of their unit, why could we not stop what we were doing and get someone to come and open the door to the phone room. Well, the phone providers have a lockbox on the building, so they can access the key and perform the service without any assistance from others. In other words, his phone stopped working and he needed an ASAP repair... and that is why everyone should drop everything they are doing and facilitate the demand for immediate “Fast Food Service.” Pick up your repaired line at the next window! I do not know about you, but I use services of varied businesses each day and I certainly understand that there is a process and maybe some other people before me.

When you try to explain this may not happen right away... then comes the abuse. WHY NOT?

This attitude frustrates those who are trying to help you and also does not work with most people. Take a look around service offices in the city- most have a sign posted that “Abuse is not tolerated”. Something took us to this place where we had to post signs and put up security cameras in our lobby.

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As a property manager of some very large buildings, I count us fortunate for the most part. But there is not a day that passes by where someone, who obviously has this mentality and counts themselves as “the most important person on the planet for this minute” shows up by email, phone or in person.

Wow.. What a treat they are. We have all met them.

“Hello... my name is Queen Need Right Now and you must be, oh .. “yes, the lowly subservient person who is going to jump through hoops and give their last breath to get me what I want... because you know I have a very important luncheon to discuss the purchase of my new cat, special breed and all, and that is a priority, so if you do not mind, please drop what you are doing, roll out the red carpet and get me what I need” and oh my God, you mean this costs \$10.00. Well, I never!

Everyone, please do not tell them that you have never experienced someone like this.

Let’s face it, not everyone appreciates our efforts, nor will they.

What can we do to stop these people from stressing us?

We can push back just a little. We can be impersonal. We can look at them and treat them like everyone else, no more, no less. We can tell them the time frame and if they don’t like it, they will get over it.

During the day we deal with present clients, new clients, old clients and all our contractors and Boards. They all tell the same story.

What happened! Who made business think they were all McDonald’s or Tim Horton’s?

We will never change these people; they see nothing wrong with their approach. We can only change our reaction to them. We are not responsible for the actions of this small minority, but we are responsible for our reaction to them. Hard, isn’t it.

None of us like to wait, but sometimes we have no choice. The world is full of inconvenience; red lights, grocery line ups, looking for parking, stop signs and speed limits. If it were not for these inconveniences, there would be less order. We need to live in a world of small inconvenience and order... and learn not to let “chaotic people “destroy our form of order we work so hard to keep in line.