

A Co-Worker Conflict (Part 2)

(Story words: customer, sorry)

Ben felt put out because Phil's help seemed like not much help at all. But, then, something even more frustrating happened.

Phil was in the front of the shop when a customer came in and complained. He had picked up his bike the day before, but when he met his friends to go for a big ride, he was upset to find that his gears were still sticking. Phil said, "Oh, my gosh, I am so sorry. I will check with the folks in the back and find out what happened. Sometimes people are not as careful as they need to be."

Ben came into the front of the shop. He was so upset. His hands were even shaking a bit. He hoped that he could meet the customer, but the customer had left. He suspected that this bike was one of the bikes that Phil had rushed through last week.

“Excuse me,” he said to Phil and Owen, “if we look at the ticket for this bike, we can see who repaired the bike. After I finish a bike, I put my name and date on the bottom of the repair ticket, so that if there are questions about the bike I can answer them. Sam and I both do that.”

Owen said, “Ben, I know you do. And before we even look at the ticket or discuss the repair on the bike, I want to say that Phil’s comments to the customer who just came in upset me a lot. If I had not been on a phone call I would have come in and cleared things up.”