

THE PHONE JAIL!

Some experiences just leave one speechless, like this one. I needed to meet one of the managers of a large IT services organisation. We had decided to talk on the phone as I was driving to the venue to fix up the odds and ends required for the meeting. I call the office and of course I get a nice voice on the other side that says,

“Dial 1 for.....” finally it says, “If you know the extension number of the person please dial now or stay on the line an operator will be with you soon”.

The operator picks up the line “Morning! How can I help you?”

“Can I speak to Mr. X please?”

“Do you know his extension number?”

“I don’t. That’s why I have waited for your response”

“Sorry Sir, if you don’t know the extension number I can’t help you”.

For a moment I am taken aback. “Don’t you have a building directory?”

“No”

“I need to speak to X urgently. Can you help me?”

“How do you expect me to remember the names and extensions of the 850 people in this building?”

“Surely all 850 don’t have extensions”

“Sorry if you don’t have the extension number I can’t help you” click!!!