

MONDAY BLUES OR SOMETHING ELSE

While handing over the Remittance Form over the counter in a bank, I said to the its frontline staff, "I need a Bank Draft."

She replied grimly, "Sign here and here."

I complied and asked, "Instead of withdrawing cash, can the bank debit the account?"

"Counter 7, wait till she calls you," said the grim-face staff after passing my form over to her colleague.

I must admit I got a little miffed by her dismissive attitude and it reminded me why I loathed going to banks. Then I got to thinking whether I was peeved with her attitude or was it something else. I looked at the entire row of counter staff and lo and behold, all of them were equally grim and serious!

Was it the Monday blues or just one coincidental but contagion moment of bad customer service? Ironically, plaques in the banking hall declared that it had won countless awards for Service Excellence. It sure made me wonder about the awards they had received.

When it was my turn at Counter 7, I again asked if the bank could debit my account. The staff turned to her Officer for confirmation, and I noticed this Officer was looking even grimmer. It was as if she was angry that her thoughts had been interrupted by a customer's question.

All this made me think: So dreary at 9.30am on the first day of the week, what's it going to be like for everyone in the coming days?

Every day, people settle for less than they deserve. They are only partially living or at best living a partial life. Every human being has the potential for greatness.

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