



# Be the Boss, Take Control

## THE LIE

It was a really frustrating day the customer service desk phone had rang with 3 unusual complaints, threatening to cancel contracts if we did not take action to rectify the complaint. On checking the call log for the last month none of the three had complained previously. We were a Service Company with 250 or so contracts with some really large customers, and 2200 staff. Addressing the problem I brought in our most dependable Regional Director. A meeting was called with Supervisors, Managers, and Regional Directors Tuesday morning 10oc.

All were assembling from 9.30 I thought I would grab a cup of tea. Between the kitchen and the meeting room is a service hatch; with the room almost full one could hear idle conversation. Some spoke of their uniform no longer fitting them others were adamant that their uniform had shrunk (don't think so). Then the subject of dieting arose (better not go in yet) those diets do not work one said, another named the brands they had tried and stated they were useless and so it went on. You can gather by now some of these Managers were not model material, **the diets had failed** it was the diets fault.

The feed back I had from the Regional Director was something we could have never covered in a training program. Having now sent my original notes to the shredder I open the meeting explaining the conversation I had overheard and produced an internet picture from Africa of a starving child - why is it that this unfortunate child is only skin and bone if diets do not work. Why would one foul mouth a product and do it serious damage. Was it because they had failed to stick with it and they themselves were the reason for failure - not the diet. Of course some complained about the picture, but that was a screen to cover what they knew was coming.

The Regional Director found in dealing with the complaints the Manager would say it was Head Office, the Wages, the Van Delivery of course all these are faceless people and they are easy to blame. When it came down to it the Manager did not do their job - everybody was to blame except them. All Companies will eventually have some of these.

Chief Seattle in a letter to George Washington wrote "The white man is a strange species. He would burn his young to keep himself warm" That is what this Manager and others will do - Burn the Company so they will be OK.

For a business to be bad mouthed is Shameful. For a business to be bad mouthed by its own employees is suicide the Company will die. It presents itself like "this place does my head in" "why do it - you get no thanks for it" "you are a fool - I wouldn't do that" Watch for it, it creeps ever so slowly and is hard to notice. This Lie.

BY Frank McCarthy CEO of Mr. Handyman Franchise UK.  
**Mr. Handyman is the largest employer of Handymen in the World.**

## Meg and Amy

We know a great book

You can read

It is by Scott Peck

"People of the Lie"



## Positive Message

If we do not take care of our customers someone else will.



## Business Opportunity

## The Entrepreneur

To plan for a year – sow corn

To plan for a decade- sow trees

To plan for a lifetime- train and educate men

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