

## *An Overheard Conversation*

Anne Kistick, Charles Foxgrover and Michael J. Pellowski relate this interesting story from *Good Clean Jokes*:

A store manager was coming out of his office when he overheard one of his new sales clerks speaking with a customer.

“We haven’t had any for quite some time,” the clerk told the customer. “In fact, I don’t think we’re expecting any for the rest of this month, or the next.”

The customer thanked the sales clerk for his time, and as he was leaving the store, the manager stormed out of the backroom and said: “Try us again next week. We’ll have everything you’re looking for and more!”

The clerk’s face reddened.

“Are you crazy?” the manager shouted at the clerk. “Never tell a customer that we’re out of anything and can’t get it! Even if it’s something we no longer carry, it’s your job to give the customer a reason to keep coming back.

“Now, what was he inquiring about? Maybe we can do a special order from the manufacturer.”

“Really?” the clerk replied. “Can we order rain?”

We can laugh at the story, but it proves the risk of jumping to conclusions. It is better to know our subject before we speak.

– Beecher Hunter