

Sending the Bug Letter

The story is told of a man who was on a business trip and stayed in a hotel that had a bug problem.

There were bugs all over his room. He complained about this to management, and later wrote a letter of complaint to the main office of the hotel chain.

Sometime later, he received a letter signed by the president of the company. It said: "We are humiliated that a man of your integrity, a man of your reputation, a man of your importance in the community should have had this experience in one of our hotels. We are deeply sorry."

This made the man feel somewhat better about the situation until – as he was folding the letter to put it away – he noticed a little piece of paper at the bottom of the envelope, obviously not supposed to have been included.

It was in the president's handwriting and it read: *Send this guy the "bug letter."*

Unfortunately, in our society, this is the way people are sometimes treated. They are sent the "bug letter" – the form letter. They are given the old clichés. They are asked *How are you?* when the questioner doesn't really care. Or *Have a nice day* or *I'm so sorry* when the speaker couldn't really care less.

Let's not be found guilty of such behavior. We are in the caring business, the relationship business.

The Lord said that we should be compassionate. We must truly care about others.

In our work in Life Care or Century Park – and in our personal lives – we come into contact with people who will have one thing in common: they're struggling with something. They will tell us about loved ones who are sick, loved ones who have died, loved ones who have problems.

They will share with us their sufferings, their heartaches, their fears.

Perhaps Mark Twain was right when he said, "You should never tell people your problems because 80 percent of them won't care, and the other 20 percent will think you deserve them."

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Let us not send the “bug letter.” Let us listen carefully and mean it when we say we care.

Jesus never sent anyone a “bug letter.” We shouldn’t either.

Therefore, as the elect of God, holy and beloved, put on tender mercies, kindness, humility, meekness, longsuffering (Colossians 3:12 NKJV).

– Beecher Hunter

