

I love your butt...

An exchange of emails between a customer and Waterbutts Direct.

Fri, 26 Mar

----- Original Message -----

Subject: I love your butt...

Date: Fri, 26 Mar 2010 15:56:33 +0000

From: Dave <wibble@wibble.com>

To: sales@waterbuttsdirect.co.uk

- but I HATE the instructions for the Downpipe Rainfilter.

I attach a copy. I'm sorry, but this is just beyond intelligibility!

Is there any chance of a translation into English? To start you off, I have scanned and spellchecked it. Sadly, I still don't understand it...

Could you let me have some rational instructions?

Thanks!

Dave

PS: I liked the first butt so much I ordered another.

Mon, 29 Mar

NO REPLY - so I phoned in. And supplied a translation into something like English, with photographs and everything helpful.

----- Original Message -----

Subject: Re: I love your butt...

Date: Mon, 29 Mar 2010 14:26:02 +0100

From: Dave <wibble@wibble.com>

To: clive@waterbuttsdirect.co.uk

Hi Clive,

As we discussed, here are two attachments. The first is a copy of the instructions included with the T33; the second is my translation - so far.

The bits in black are the bits I think I understand - but you'd better check!

The bits in red are the bits I don't understand - and I have puzzled over them long and hard.

The bits in blue are my comments. You won't want them to appear in any finished document: they are just my messages and questions to you.

I'd love to put the filter unit in this week as it's raining like mad and I hate waste. So if you feel able to clear up the red bits and let me have the doc back within the next day or two, that would be fab.

Let me know what you think.

Thanks!

Dave

Tue, 30 Mar

NO REPLY - so I email again

----- Original Message -----

Subject: Re: I love your butt...

Date: Tue, 30 Mar 2010 11:54:45 +0100

From: Dave <wibble@wibble.com>

To: clive@waterbuttsdirect.co.uk

Hi Clive,

I know only 24 hours have passed and I'm sure you are tremendously busy, but could you just confirm for me that you received my message safely?

Thanks

Dave

Weds 31 Mar

REPLY - an empty email

So I write again.

On 31/03/2010 11:22, Dave wrote:

Hi Clive,

Was there supposed to be a message attached? I didn't get one. I was rather hoping you might be able to tell me how to install the T33 - or at any rate thank me for my first stab at translation?

A few kind words would go down well at this end...

Dave

On 31/03/2010 10:48, Clive Roberts :: Original Organics Ltd wrote:

Hi Dave,

Many thanks for the translation.

I plan to go through it this evening and all being well will be back in touch tomorrow.

Sorry for the delay.

Kind Regards

----- Original Message -----

Subject: Re: Read: I love your butt...

Date: Wed, 31 Mar 2010 12:20:18 +0100

From: Dave <wibble@wibble.com>

To: Clive Roberts :: Original Organics Ltd <clive@originalorganics.co.uk>

Thanks, Clive!

Tue, 06 Apr

NO REPLY - so I email again

----- Original Message -----

Subject: Re: Read: I love your butt...

Date: Tue, 06 Apr 2010 15:18:10 +0100

From: Dave <wibble@wibble.com>

To: Clive Roberts :: Original Organics Ltd <clive@originalorganics.co.uk>

CC: Water Butts Direct <sales@waterbuttsdirect.co.uk>, sales@originalorganics.co.uk

Dear Clive,

This is very disappointing. Up to now I've had such good service from your company. Apparently it doesn't extend to the top.

The first principle of customer service is NEVER to promise something you can't do. The second is, once you have promised something, do it without fail.

I'm sure you'd want your team to do that. Why should they, though, if they can see that the boss doesn't?

I think I have played my part - more than. But clearly it's not a priority for you. So unless you can tell me intelligibly how to fit the stupid thing - erm, NOW would be just fine - I'll have a refund please.

And I'll be sure to tell all my friends that Water Butts Direct is a team of lions led by monkeys.

Dave

NO REPLY - so I email again

----- Original Message -----

PS: The third principle is - communicate.

Ahhh! THAT gets a reply. Alas, a sarcastic one, and in quite poor English - though recourse has obviously been made to a dictionary. Still - I get a refund.

Wed, 07 Apr

----- Original Message -----

Subject: T33 or T33

Date: Wed, 7 Apr 2010 09:35:47 +0100

From: Clive Roberts :: Original Organics Ltd <clive@originalorganics.co.uk>

To: 'Dave' <wibble@wibble.com>

Dear Dave,

Alas this simians ability to communicate with other species of such greater linguistic abilities, tact, erudition, wit and people skills is even less than their ability to control lions, so refund on its way as requested.

Crimean war and then the Colonel blimps (or more accurately General blimps) of WW1 led to phrase Lions led by donkeys. Don't know where your monkeys come from.

Many thanks for your hard work on the translation which is indeed much appreciated. Sorry for my non communication, however a domestic crisis of rather greater import alas took precedence on this one occasion.

Anyway the GCSE in customer service is so very much appreciated. I will endeavour to learn and improve.

Kind Regards

*/Clive Roberts

/*/Managing Director

/*Original Organics Ltd*