

As you get older, there are a lot of things that bother you. Mostly, you are more bothered that these things actually bother you in the first place because it just shows that you are becoming the old fart you swore you'd never be and that *really* bothers you. But some of these bothersome thoughts are truly warranted and have little to do with age.

For instance, my daughter and I were talking the other night about how customer service has lost its identity and become something of an extinct breed.

Today, customer service has been packaged to lead us to believe it is more convenient for us when in reality it is only convenient for 'them'. We have become a society of automated systems that has nothing to do with customer service – though they ALWAYS tell us that it does – and everything to do with the companies own bottom line. Automated systems are machines, they are not people. They are programs; they are not emotional beings that can consider more convenient options. They do not build customer relations; they build walls that avoid customer relations.

I have written about this before and will not take up this time repeating myself... customer relations is what it is. But therein lies the problem. We have become complacent. This automated business environment has spilled over to our personal lives and how we live.

One of the things I am most proud of as a parent is how I was very consistent with my daughters when it came to the issue of being considerate. They got a high dosage of attitude from me every time they started to lean towards an attitude of being selfish.

The Sun does not revolve around you, young lady.

You need to consider your sisters feelings too, ya know.

Your teacher has a lot of other students to think about too, ya know.

The list is long, but the point is that they were taught at every stage of their lives to be considerate of those around them. I must admit that it brings great pleasure to me to see them as adults being so successful in life because they have such a great blend of self confidence and consideration for those around them. I could not be more satisfied.

We have become a very selfish society. This automated world we have created has also created a rather disturbing world of people who have become very inconsiderate of those around them. We can do so much with computers now that we don't have to do anything with people. Why should I put my blinker on and let the person behind me know my intentions? After all, I have one hand on the wheel and one hand holding my cell phone, it wouldn't be very safe to try and do three things with only two hands, now would it? Unfortunately most people don't even think this far...most simply have no concern for the persons around them to give it much thought.

Many of today's new technologies are cool and I fully admit that there are so many great things we can do now with all these gadgets. My point is that we as a society should never let these gadgets get in the way of embracing each moment that we are in. When I am driving, I am considering everything going on around me – if the phone rings you can leave a message because I'm not picking up. If I'm out with friends having a drink, my focus is on their conversations and the wonderful atmosphere that we have chosen for the evening – not on what someone has said on facebook, or who is following me on tweeter, or what pictures are being posted on Instagram.

It has become refreshing to me to come across someone who is very considerate. I just want to hug the person who shows great awareness of those around them. I get tears in my eyes when I see someone so attentive to those around them without being distracted. I will tip twice as much (and I'm a good tipper) to the server if I observe her tending to her customers and cleaning her surroundings without ever reaching into her pocket for her cell phone. Your tip starts going south as soon as I see you with cell phone in hand... you don't care about your customers, why should I reward that?

Being considerate should never be unique or unusual. It should be expected as basic behavior.

That's what bothers me the most.

Just A Thought