



Our Toilets Are Not For Customers

Floyd Coates

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I asked the sales lady, "Pardon me, maam, do you have a bathroom?" She responded, "Our Toilets are Not for Customers! "However, if you get into your car and drive south a couple of blocks then turn east and go another block or so, you may find a restaurant which will let you use their toilet." I thought about that and realized that I was going to have to interrupt the writing of the order for \$3,000 worth of light fixtures. I was going to have to interrupt it to find some other business in town whose toilets were for customers. As I got into my car, I realized that I should probably place my order with someone who was more concerned with my needs.

This book is an autobiography of the author's life and his experiences with customer service. It provides guidelines on successfully satisfying all types of customers

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