

I'm usually impressed with teens

I've been reading with interest the ongoing discussion in the letters section between adults and teens regarding the work ethic of teens.

I've been critical in some columns over the years about the service provided by teens at fast food places and coffee shops. In some cases it's abysmal; in other cases it's not. For example, last weekend I went to two different coffee shops in Milton. Teens are most likely to work in the evenings or on weekends.

At one, the guy didn't look at me once. He didn't say a word; he just took the money, gave the change and handed me the coffee. At the other, a girl welcomed me with a pleasant hello, smiled and was very polite.

So, let me ask the teens. Which one would you prefer if you were a customer?

I like when teens stick up for themselves, though, because it shows they care. But I can still take issue with some of the comments.

For example, I don't think it matters if you're making minimum wage or not. If



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you agree to, do a job, then do it right. If you don't think you can do the job as it's meant to be done, then do something else.

Maybe use it as training for your people skills. No matter what you do for the rest of your life, you're always going to have to please or answer to someone, whether it's fair or not. Get used to it.

As a teen, I worked for several years at a gas bar. This was before the days of self-serve. I had to run around, sometimes in the cold or rain, and pump gas for several hours a day. I wasn't very pleasant about it, but I wasn't rude.

I think some of the frustration from customers nowadays is that so often the order is wrong. I keep extra

sweetener in my car when someone can't add up to two, and I use it all the time. Not just in Milton, of course.

Take some pride in your work. It's likely only temporary anyway, and it's a good idea to get used to doing your best. Besides, this is probably the easiest job you're ever going to have.

I'll tell you what I think, though. When I leave a place where the teen has no social graces or makes no effort to be pleasant, it gives me a bad feeling. I leave a place where the teen is polite and pleasant, it gives me a good feeling.

Maybe armed with this knowledge today, I would have made more of an effort myself to be that way when I was a teen.

For the most part, I'm impressed with teens. Back when I was doing the sports at the *Champion* and had to talk to teens on a regular basis, I was always impressed with their poise, thoughtfulness, confidence, oratory skills and social graces.

The key to it all is one thing: Do a good job and nobody will complain.



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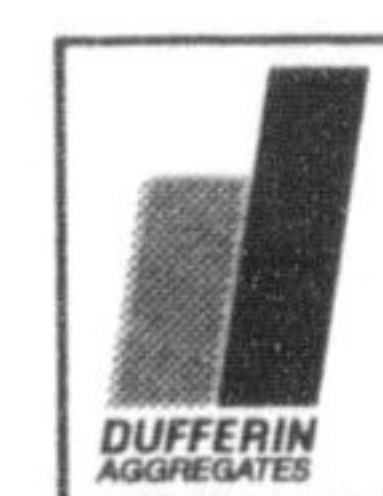
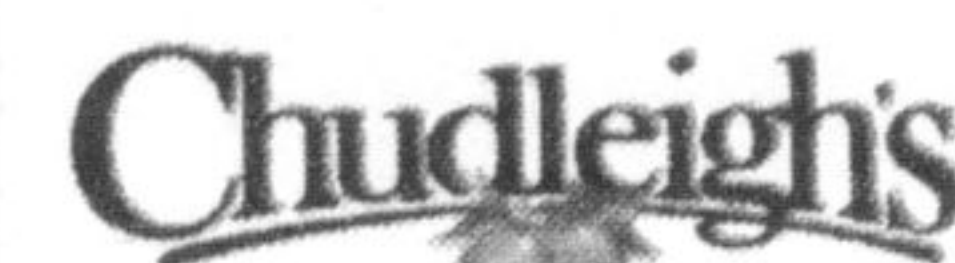
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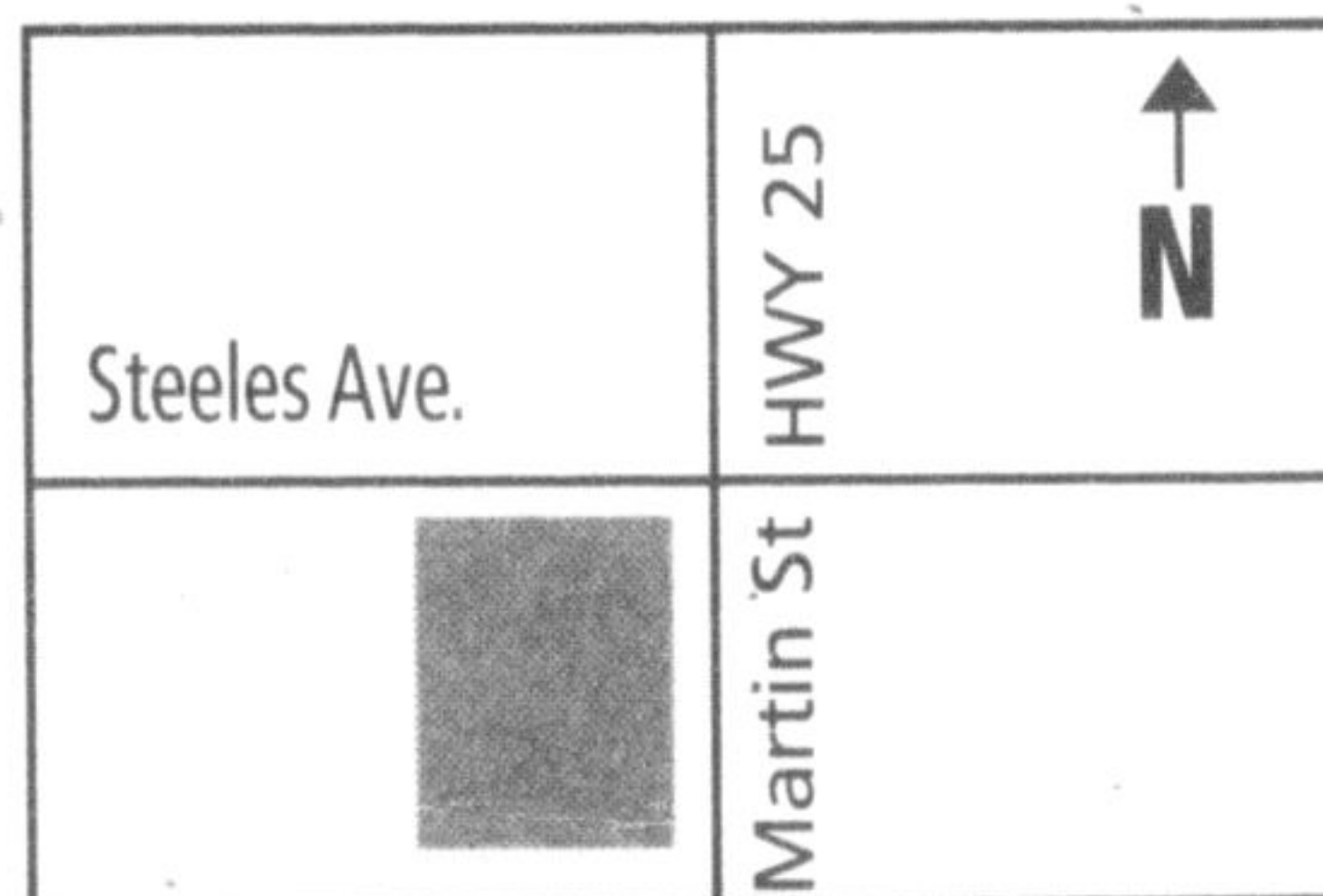
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