

DAILY MONITOR

TRUTH EVERY DAY

 Smart Money

Repair or replace faulty products

(email the author)

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LOSERS

In August, Isaac a first year engineering student at Makerere University Kampala excitedly purchased an Acer laptop from PC Point, Kampala Road for Shs650,000. It was rather late on a Saturday evening so the shop attendant quickly switched the laptop on and off and assured Isaac that the price included a one year guarantee.

That night, an eager Isaac switched on his new laptop, only to encounter a blinking screen. Thinking he had a guarantee, Isaac took the laptop back to PC Point the following Monday, where Saturday's attendant told him the laptop would be replaced in two weeks. Two weeks later, Isaac returned to the shop and was asked to return in another two weeks when the technician who was away in India would be back. So Isaac visited the shop a fourth time, only to be given another appointment, three weeks away.

Perturbed, Isaac threatened to involve the police, only to be reminded that he did not have a written guarantee and should therefore pay Shs100,000 for repairs. Just then, an attendant pulled Isaac aside and advised him to take the laptop to PC World where Shs50,000 would cover repair costs. With nowhere to turn, a thoroughly disillusioned Isaac is now trying to raise Shs50,000. What makes PC Point a loser? Selling faulty

merchandise and pretending to want to do something about it.

WINNERS

Does your company appreciate the visual impact of employees' appearances on customers? In July, when my friend Victoria and I had dinner at Khana Khazana, Acacia Avenue we could not find fault with anything but the shoddy appearance of the waiters' uniforms, a slightly distracted waiter and the Shs500 charge for takeaway boxes, all of which detracted from an otherwise pleasant experience.

Last Friday, my friends and I were back at Khana Khazana primarily because we know the food there is consistently delicious. That evening, the atmosphere in the restaurant seemed, for lack of a better term, very well-blended and relaxing. Wearing new and much better fitting uniforms, instead of standing out as something of an eyesore like they did before, the waiters in

their brown uniforms actually looked like they belonged in that setting.

Everything and everyone at the restaurant was aligned to create a pleasant dining experience in a relaxing environment. We ended up feeling so relaxed that we actually worked our way through all the food we ordered and had no need to find out whether the Shs500 charge for each takeaway box had been dropped along with the old uniforms.

What makes Khana Khazana a winner? Aligning the appearance of employee uniforms with the image the restaurant seeks to portray.

Value appearances

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