

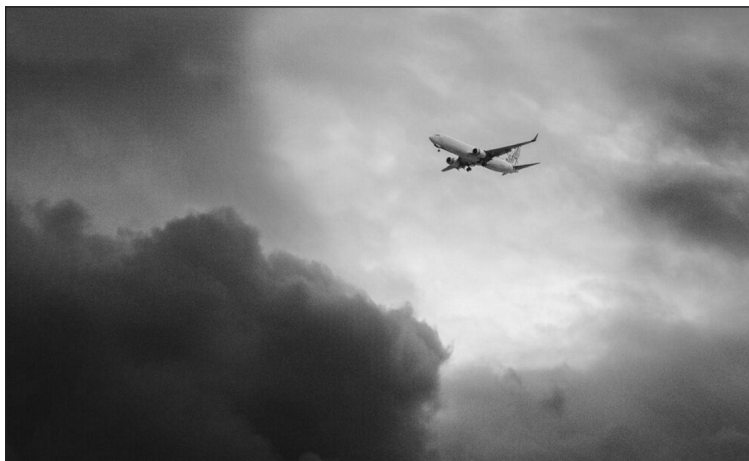
## HOW DO YOU LIKE TO TRAVEL?

—By Davy Jones—

UNITED STATES—How do you like to travel? That is a simple question, but there are various ways to travel people. You can do the classic, via vehicle or what most people do nowadays which is by air (a plane) and then you have the train and there is also boat for those who like to go on a cruise. So, what is best? I think it depends on the person, as a kid we did a bevy of travel via car and when I say car, I mean it. We traveled on long road trips that would take hours. I remember when we drove to Alabama that was a 20-hour road trip, or our trips to Florida that were 24 plus hours.

Yes, we drove to Florida multiple times as a kid and we did it more than once and it seemed like it was forever, but as a kid I loved it. When you would see the various sights, get out the car and stretch and eat at restaurants or places that you have never visited before. As an adult, I can't do those long road trips anymore. I rather get on a plane and get to my destination within four to five hours at best. If I have to be on a plane any longer, I just don't think it is something I can do.

My body cannot do it. I think the longest road trip I took maybe a decade ago was to Charlotte, North Carolina that was about 12 hours. It felt like forever, and you know that feeling you get where you arrive at your location and you're so hap-



**Plane is the way most people travel nowadays. Photo courtesy of Leio McLaren via Unsplash.**

py that you have finally reached your destination. Plane is my choice now because you get there quicker. I have flown to Chicago, Florida, California, Las Vegas, to name a few, but when it comes to train or car I have been to Chicago, Wisconsin, Indianapolis, Ohio, Kentucky, Tennessee, Atlanta, Montgomery, Colorado. I have been to a lot of states people.

As I get older, I want to travel even more; there are a ton of states in the U.S. I want to visit before I start to travel overseas. There aren't a ton of places overseas I want to visit, but Greece and Italy, are at the top of my list. The only caveat is you

can only reach those places by plane and those rides are going to be several hours to say the least.

I truly want to get back to Orlando, Florida after not visiting there in almost 20 years. I guess I had been there so many times I got tired of it, but I'm starting to reminisce a bit about the fun family moments and that nostalgia has come back to me. I recently traveled to Las Vegas, which was fun, but Vegas is a place where more than three to four days is just too much. I want it to be short and sweet because if you go there during the summer months the heat is brutal as hell. I mean

eight in the morning it is near 90 degrees and you're sweating bullets.

The long road trips are fun because it is great bonding time for the family which is an opportunity to create moments that stay with you forever. The plane can be annoying if you have a delayed flight or a plane ride with crying kids or someone kicking that chair, crowding your space or just annoying. You cannot pick who you travel with when you fly, in a car you have a choice. The cruise is something I am hearing more and more about the fun, but also it is not the best because being on that boat you can get motion sickness because you're always moving and even when sleeping.

I don't know if that is something I want, yeah, the endless food sounds fun, but you can only do so much on a boat, yes, you can get off and visit the various ports and cities and places you stop, but time is of the essence, it is not endless. You better be back on that boat before they depart, or you'll be in some trouble. The key about travel is that you have options and there are plenty of options out there that fit any and all personalities, it just depends on where you go and what you want to do. I think when it comes to travel, I prefer to go places I have never been before. Going to a place familiar is fun, but versatility opens you to new experiences and things.

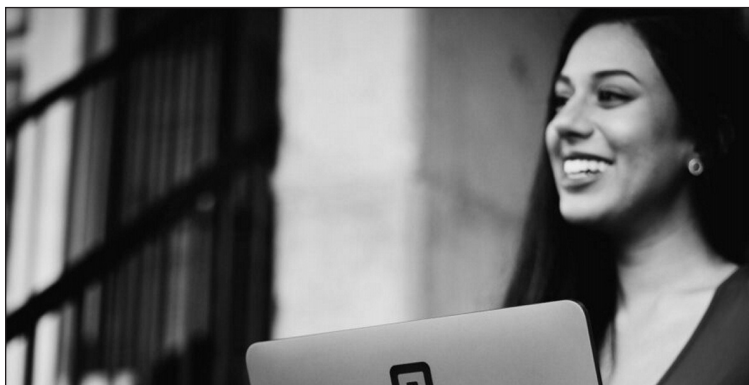
## DOES GOOD CUSTOMER SERVICE ACTUALLY EXIST ANYMORE?

—By Staff—

UNITED STATES—I have worked in the customer service industry for quite some time now and I have always prided myself on treating people the way that I want to be treated, but I am seriously starting to question if actual good customer service actually exists in this country anymore. It seems that no matter where you go there are people with bad attitudes and I mean that in the worst possible way.

I know what some of you are thinking, you're referring to the service industry. Not quite. I've had a few bad experiences at some fast-food, fast-casual and actual dining establishments, but I'm seeing more of a trend in the retail industry and in the provider industry. When I say provider, I'm referring to your streaming services, cable, internet, TV, electric, gas, insurance and cell phone.

It seems those providers that we pay on a monthly basis just don't care as much about the consumer as they should and I'm going to tell you why. I recently had to reach out to a company about services that I pay for and it baffled me that I called numerous times in a single day and left several messages and guess what? I could not reach a live person, not a single person returned my phone call, and their excuse was the fact that they were overwhelmed with



**Many people are starting to wonder if actual good customer service exists anymore. Photo by Patrick Tomasso via Unsplash.**

inquiries. I'm sorry, but that is NOT a solid excuse. You have customers trying to reach you and if they have a problem, what are you just going to ignore them?

That is not right, and it shows the customer that you don't value them, you just value the money they're loading into your pockets, and I have a massive issue with that. This same trend happens with my cable and internet provider. Every single time I have an issue with my service and I need to speak to someone, it is near impossible and I mean impossible to talk to a live person.

They always want you to utilize their

stupid app or a chat agent. Here's the problem with that, if my internet is NOT properly working how can I utilize your app or the chat bot/agent without being able to connect to them? That's the key I can't, but that is something they are failing to understand or comprehend to say the least. Then when you finally get a live person and explain to them the issue with not speaking to a live person it goes in one ear and out the other. I get frustrated with this because it feels like these companies, some which are monopolizing on their popularity just do what they please and they are never held accountable for their

actions.

That is like my electric and gas providers that are trying to raise rates yet again, after just raising rates a few months ago. Their excuse, "We're trying to upgrade the grid." You mean the same grid that whenever it goes down it takes you days to restore the service and you can't even provide a single update to the consumer via TEXT or by phone?

I believe in that mantra of treating people the same way that you would like to be treated, but that doesn't seem to be the same sentiment that other people or companies have. If they have a bad day the entire damn world hears and has to deal with it and that is not fair. If you need a moment take a moment. If you need your co-worker to step in to give you an assist while you collect yourself so be it, but you don't want to start pushing customers away to the point where they don't come back and plenty of companies are beginning to do that with no remorse.

What is the issue with that? When you deliver really bad customer service and it can hurt your overall bottom line and when a customer finds top tier service elsewhere they are not willing to return to somewhere where it is mediocre no matter how much you promise them.