

KEEPING OUR FUTURE BRIGHT

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As Calgary and Alberta continues to pay extreme wages, hire the only person who applied and promote without cause from within a younger and younger workforce it spotlights exactly how ill prepared today's youth is to be successful in today's market let alone take it by storm. I will share a story with you that illustrates why we should all be concerned.

Last night as my son and I left work. I agreed to treat him to eating out since he was so well behaved during my late night meeting. We stopped at McDonalds and he ordered a 10 piece chicken mc nugget meal deal with a small McFlurry instead of a drink. The young man behind the counter looked confused, asked the guy next to him how to do that and then told me he had to go ask his manager.

While I waited I thought to myself how odd it was that such a simple request that we had made many times before at numerous McDonalds was being met with such confusion. Since the entire staff team seemed to be made up of teenagers, obviously working a part time job after school, I chalked it up to inexperience.

The young man returned a few moments later and said he could not do it. I looked at him in shock and said, "No, no. It's simple. You simply take the price of the drink and apply it to a McFlurry and charge me the extra."

He told me he still couldn't do it. With a forced smile, I asked if I could speak to his manager. He nodded and left around the corner.

He returned with a young man slightly older than the kid who delivers my paper. I politely smiled at him and explained that we had always made this request and it was very simple to do. The manager replied that they were not supposed to do that.

With a more forced smile I calmly explained that it was quite simple. For every meal deal there was a price for the sandwich, the fries and the

drink, simply take the price for the drink and apply it to the McFlurry and charge me the difference. I further explained that I had no problem with the difference charge. Trying to make sure he understood I was not trying to do a straight across substitution.

The manager told me that a McFlurry was not a drink but a dessert. I said okay but I have made this request before and they just applied the soft drink (I did **not** want) price to the "dessert" I did want. Then I added, "So, how do we make this work?" In my head I assumed he would suggest purchasing the items individually, perhaps even suggesting that I get a small fry to cheapen the price.

So imagine my stunned look when the manager suggested I order the deal, toss the drink and separately purchase the McFlurry. So I turned to my son and said, "Are you sure you want to eat here?" He looked up at me and said, "Nah, it is too much trouble."

As we left, a woman said to me, "Well that's what happens when you put kids in charge.". So why do you keep coming back here I thought, but that is another story.

Upon getting in the car and driving to Fat Burger (as my son suggested) my head reeled in what had just happened. My heart plummeted while realizing that the young manager had no people skills, no problem solving abilities, no way to go outside of the "book". I worry about my future, the city's future, the country. We need to be producing better youngsters to ensure the city, province and the welfare of ourselves stays strong.

Parents need to start looking at alternative schools that make their children think. Programs that give your child strategies that develop real life skills that will help them become well-adjusted, successful, valuable members of society. Only then will we ensure our future is as bright as our present.