

Structured Language Experience Story “er” #1

A very generous delivery service discovered the way to better customer service was to avoid blunders on the job. Everything in this conglomerate was floundering before this understanding.

Once during a thunderstorm, a delivery of ermine jackets was ruined. The service was very sorry and promised the customer it would never happen again.

The next time they delivered the ermine jackets, they could not have been in better condition. The customer was very pleased.

