



## Now, A Happy Customer

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Once upon a time, in a small little town of York, Pennsylvania, there was an Optician named Mike. Mike had a customer that was unhappy about her progressive glasses that she purchased at another Optical Shop. The customer was an English Teacher at the local High School. She was a petite woman who wore a small, fashionable frame that she purchased at Leader Heights Optical Center. Her main complaint about her lenses was that she had a great deal of distortion when she looked at her computer screen and she also had difficulty viewing students work when walking up and down the aisles. Mike, using his wit and knowledge quickly realized the problem with her lenses; he explained to her that the other optical center did not properly fit her glasses for her career and lifestyle. Mike took a few measurements and concluded that a new Kodak lens named Concise would be the perfect fit for her. The teacher felt much more comfortable and praised Mike for discovering the problem so quickly. She came in and picked up her glasses, her eye-sight was 20/20 perfection. The following week Mike received a telephone call the teacher was now able to see the student's passing notes back and forth. The teacher exclaimed how pleased she was with the service and experience of the Optician to put her in the Concise lenses. This was a good day for both the Teacher and the Optician, but not so good for her students.

THE END

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