Our Phone Use Protocol

There is only one person that answers any form of communication at Chambray Labradors.

That’s me, V. Sandy Herzon!

That’s the way it has been since our very beginnings and 45 years later, that’s the way it still is.

In the beginning…………live, person to person conversations and phone usage were the rule. There was no Internet, no email, no texting………………………snail mail (known back then as postal service), smoke signals, drums, phones and live talking was the way to go………it was what we had at the time!

Well, the caveman times are over and we now have zip, at the speed of light ways to make ourselves known.

There’s phones and there is email! Way out here at Chambray Acres………way out at the outer edges of civilization……….as far west as can be traveled from Miami and still be in Miami, but right before stepping into Everglades National Park……………..literally less than a mile away………………..there is very poor cellular coverage. That’s because alligators don’t have a need for a cell phone, so no need for cell towers any further than we live! Poor or no cell coverage means no need for a cell phone for me either.

Ok, bundle that with the fact that I love to be outdoors all day with our dogs and those dogs that are stationed here for training, conditioning, rehab and whatever else is needed by our client’s dogs………….that adds up to no one being inside the house to answer the ‘land lines’.

Now, let’s add piles of gravy to the preceding and count the number of phone calls that come in daily………….more than 40!!!!!!!!!!!!!!!!!!!!!!!!!!!!

Doing simple math that even a 5th Grader could figure out……………………..way too many calls to return by the little old wine maker………..me!

There isn’t enough time in a day to call back all those calls even if I hired someone just to man the phones, because it would still be me providing the information.

So, that has led to the following procedure to contact me and for me to answer anyone with any questions……………….EMAIL!!!!!!!!!!!!!!

Yes, Email is the way to go. I do it at my leisure, my spare time, when I come in for a drink of water, late, late at night when it is not proper to be calling sleeping folk back………………anytime and from any place I will read my email and answer the appropriate ones.

PLUS!!!!!!!!!!!!!!!!!!!!!!! After 45 years with Labradors, having started with them at 20 years old……………doing simple math again, most would surmise that advancing age is ‘catching up’ to me………….actually ‘caught up’ would be the better descriptive. I just don’t seem to remember phone conversations from the morning to the afternoon………………the guys in the white coats have a name for that…………. ‘Short term memory loss’………………..that comes with the aging process and I am dealing with it!

So, if anyone really, really wants to communicate with me, do so with email so that everyone has a record of the communications including Johanna (wife) and Jessie (daughter) that routinely monitor all my emails and file them away under the author’s name in case we need to go back and see what I have email-discussed with anyone.

There are no exceptions to the above protocol for communicating with me…………be it a long, long time Chambray owner or someone searching for a puppy…………………even those wanting stud service for their females must use the email function to let us know what’s up.

Emails are picked up hourly and answered PDQ!

Any inconvenience felt by anyone about the lack of phone use is more than made up by the fact that their communication will be read and answered for sure!

Thank you all in advance for your cooperation

V. Sandy Herzon