

Headline	Have toilets on premises		
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SERVING CUSTOMERS

Have toilets on premises

RECENTLY, I read a letter in a newspaper where a member of the public thanked Tenaga Nasional Bhd in Kajang for providing toilets for consumers who go there to pay bills. How nice of TNB to provide such a place for the public. Thank you TNB. That is being kind and sensitive to the needs of customers.

This was not like a bank I was recently in. A customer needed to answer the call of nature urgently and asked the bank teller for directions to the toilet.

The curt reply from the teller:

“Sorry we do not have urinal facilities for others, only for our staff.”

I can't understand this. What would the bank lose by helping the elderly man? He needed prompt help and attention, but was slapped with the bank's rules and regulations.

It's not just banks. Other organisations, too, should be sensitive to the needs of customers at their premises.

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