The Importance of Holding

I now understand the importance of holding. No, I'm not talking about two lovers caressing each other tightly in front of a fireplace (although that is also certainly important, fireplace or not). I'm talking about being put on hold when doing business over the phone. I recently took my automobile in to be serviced at my local garage. After they had it for a day, I called to get the prognosis and see just how much this was going to cost me. I was transferred over to the mechanic working on my car, and by transferred; I mean that the first person I reached yelled at the top of her lungs for a second person to pick up line 2. It was endearing, in a way, but not terribly professional. After reaching the mechanic, I was told to wait for a moment while he checked on the status of my car. He then put the phone down (or let it hang, for all I know) and went to get the paperwork. It took him quite a while to get the information he needed, so I was sitting at my desk at work with my ear to the receiver, listening to other mechanics talk about everything under the sun. I certainly don't mind that, but the profanity I was hearing didn't really instill any confidence in me that I had chosen the right garage for my vehicle. These guys could have made a sailor blush, as the saying goes. Eventually, the mechanic came back and told me the amount of the bill and what they had found. I picked my car up that evening. The four or five minutes I spent listening to the other mechanics curse with reckless abandon got me to thinking. I really do believe that ignorance is bliss. It's not that I'm such a prude that a few expletives will offend me, it's more about professionalism. When a person feels that the company he or she is doing business with exudes professionalism, it makes one comfortable in doing **local AC repair Elk Grove** business. When the situation is otherwise, it makes you wonder if there isn't someone else you should be doing business with instead.