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Although most my business associates had punched out, One of my colleague had to stay behind. The reason was to help in serving the customers since the station had already started flocking extra customers. I was an attendant at a Valero gas station, and I was not well versant how things went on their stores. In addition, I was slow with my services, which forced customers to wait for long due to my poor sales techniques. Most of the customers were restaurant owners, and many were unhappy with the way I conducted my services and used to be impatient with me. On several occasions, some would get annoyed and leave even without been served. I faced many challenges while serving them since I lacked the experience. Everybody in the station got annoyed with me. My colleague was an expert and experienced since he had worked in the station for years. On that day, the station flocked customers and for us to be able to serve them the supervisor had to order my colleague to remain behind. My work associate was more friendly to me compared to others and gave me moral support to serve the customers. I remember a customer come in, and he was in a hurry. Since I was slow, I could not manage to serve all of them at the same time. The customer got angry with me and wanted to leave even before I could serve him. My colleague and I served from different stores. The customer raised complaints and threatened to report to the station management because he thought I did that due to ignorance. My colleague come along and explained things to the customer until he calmed down. Although the customer got angry, my colleague listened to him, and explained him how things went on in the station. He took time and explained him how we try to bring the best to every customer who comes in the station. All other

customers also with angry faces calmed down and after we served them they left with happy faces and satisfied. Valero gas station was a wholesale gas station and most customers who shopped in the station were restaurant owners. We used to sell cooking gas, used by many restaurants around the town for cooking meals. There were a number of gas manufacturing companies in the town who supplied Valero gas station with gas. The station sold cooking gas in large quantities to those institutes, which use gas in large amounts. The station located in a strategic environment with a large space that allowed customers to park their cars and queue for the service boosted their profits.

My work associate with his experience and knowledge of doing things and been friendly to the customers we managed to served all the customers. He was of much help, because at the end of the day we produced the best results as required. He occasionally advised me on how things went on whenever I was not doing things on the right manner. In order to post better service levels, my colleague came up with a strategy of serving the customers, which was better than before. He had to do so because the management had implemented policies for supervision and management and their work was to determine the company performance. Honestly, my colleague was an expert in dealing with customers, I learned a lot from him.