ABBY

His Delivery Technique: Give, And Get Out!

DEAR ABBY: I am an oil delivery man. I also do some farming when I'm not delivering oil. My oil truck is so big that I can't get down the street to the customers in their kitchens. So, I just put the oil in the tanks and get out. Last Friday, I put the oil in a woman's home, but I made a mistake. I missed her garage and put it in her living room. She called my supervisor and complained about me. I made a mistake and she was not happy. I tried to explain to her that I didn't mean to put it in her living room, but she wouldn't listen. I tried to call her again, but she wouldn't answer. I don't know what to do. Should I apologize or try to fix the mistake?

DEAR ABBY: If someone has been in your place, you usually have a way of fixing things. It's like being on the farm. You just have to come up with a plan. If the oil is in her living room, maybe you could offer to help her move it to her garage. If she's not happy with that, maybe you could offer to pay her for the inconvenience. It's a tough situation, but you have to try to make it right.

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