

What a blonde I am. I must admit when I thought my computer had crashed at the beginning of the month I was actually quite happy - this was a good excuse to go and buy that MacBook Pro I had had my eye on. I mean, I am not sure how you would have felt upon realising that your computer had just died, but for me it was quiet elation. This was my opportunity to thoroughly convince myself that I NEEDED a new MacBook and to go and get one at the earliest convenience!

I guess the first problem (upon making this life changing decision) was that once I make decisions, I never (and I mean never) change my mind. I was getting an Apple and that was that.

Turned out to be a bit of a problem several days later when I realised my PC had not crashed, it just wasn't plugged in! But, that's another story and no I won't be sharing it!

So, seeing I am such a stickler for sticking to my guns and seeing I had convinced myself that Mac and I were getting married and living happily ever after, I decided I would go and make my purchase. My life you see would no longer be complete without a Mac. I would be much happier and content with my new Mac and it would be much happier and content with me. I could work harder, faster and look much cooler with my new Mac and Mac and I would be gorgeous together....

And so we begin the story of the search for my new MacBook (I will try not to make it too long)...

I didn't think it would be too hard. After all, Mac are the epitome of cool. They are the most beautiful computer on no legs - the branding, the packaging, the product, the service, the everything is just gorgeous just like me and my Mac would be soon, very soon...

So, I thought. First stop Apple shop in Albany. Sales guy actually made me feel gorgeous already and I hadn't even bought the product. Asked me if I was using my new Mac for Uni. - um no! Problem was though, was that he didn't have the brand new MacBook Pro with built in SD drive that I wanted (go figure).

And so it was to Dick Smith across the way. Same question - was I going to be using it for Uni. Were they trained to say that??!! Problem again, they didn't have the new one either...

And so (and this was a long shot) on to Noel Leeming. Same Uni. question, same answer, none in stock...

There was some light at the end of the tunnel however when I was told that Harvey Norman had just one left and if I went straight away I could buy it (great!).

So off I trotted to meet Steve. Now I hate to be rude in my eZines and I don't mean to be crass either but Steve was an IDIOT! All I wanted to do was purchase my computer and go home and plug it in and love it forever. Steve however was hell bent on *not* making this happen. In fact by the time young Steve had finished, I felt like I wanted to punch him a million times, swear a lot and throw myself on the floor like my Son Austin when he can't have a lollipop.

Steve you see was trying to upsell and if you've ever had anyone trying to upsell (when you already know what you want), you always want to kill them at the end of their upselling. This time was no exception...

Steve "Don't you want to put this on hire to buy?"
Me "No, I'm paying cash I don't do hire purchase *ever*"
Steve "But if you hire to buy, you'll get a warrantee"
Me "No thanks. Apple have an International warrantee, I don't need it"

Steve "OK, would you like to buy Norton Anti Virus?"
Me "No. Don't you know Mac's have antivirus built in?"
Steve "Yes but this will give you extra virus protection"
Me "No thanks"

Steve "Would you like a special plug for \$150 to transfer all your files easily?"
Me "Nope"
Steve "Are you sure, it will make your life so much simpler?"
Me "No"

Steve "Would you like a computer bag? Actually, if you buy two it will protect your computer really well. This one's only \$159"
Me "Why would I need two computer bags?"
Steve "So you can protect your computer"
Me "But it's made of solid aluminum! This isn't a PC, It's a MacBook Pro - it doesn't need two bags to protect it!!!"
Steve "Um OK.... "

And so we went on and on for about 30 minutes until finally he asked me for a second time if I wanted to hire purchase. Well, you can imagine what I said...

"Look buddy, I'm here to buy the computer, please do not stop me, or try to convince me of anything other than what I started this day to do. I don't want your stupid hire purchase offer or your useless Harvey Norman National Warrantee. I don't want your plug or your bags or your extra special mouse or your screen spray or your cloth or ANYTHING ELSE for that matter. This computer is mine all mine. Not only are we going to live happily ever after, once I get him out of this "upsellers hell hole" I shall have to go to some peace and happiness website to calm my nerves. Just charge my eftpos card, give me the receipt and let me go!!!"

Reply from Steve "OK, OK, I'm just doing my job"
Reply from me "Well don't"

And that's the end of the story. And, because I have learnt something special this month (not to ask so many questions), I am not going to ask you a question this month, I am simply going to leave you with this little statement...

Never try to upsell to a customer that knows what they want especially if they're blonde and called Emma McAlpine!

Till next time.

