

Chambray Labradors Phone Use Protocol

For 99% of our communications we use Email.

All emails are scheduled to be answered hourly.

All emails correspondences are saved and filed for us to have a record of all the information that was shared.

There are various reasons why we use email over phone conversations.

- There are over 50 phone calls daily. We don't have anyone sitting inside the house as an answering service, so all calls go to a Voice Mail Service.
- All of those callers need to speak to me as I am the one that deals with the puppy clientele, so even if someone was answering the phone, I would still need to take the time to answer all those daily calls.
- There just isn't the time to call 50 people back per day. Since we are a full-training environment, I am outside working with the dogs and the trainers that work here for us.
- Most people calling want information on puppies available, all that information is made available at the www.chambraylabs.com website at the Puppy Page. I guarantee that with my 48 years of involvement with Labradors, that I have heard all the questions, so I have created pages with all the answers.....all of it and much more!
- Over 1200 people call or email a year wanting puppy information and there is less than 50 puppies produced a year so there just isn't the time to personally speak to 1200 people when we don't have that many puppies to place.

So, all of the above are logistical reasons why we insist on email to exchange as much information as possible. Then when all the questions have been answered and our Puppy Placement Program is understood, then the next step is an Interview with me here at Chambray Acres in

Miami OR at a dog show in the person's area dog shows that I travel to throughout the year, all over Florida.

Now, here is a non-logistic reason why I prefer not to do phones, I am dealing with short term memory loss and I more than likely will forget most of what is talked about during any phone conversation.

So email is the way to go so that we have a record of everything conveyed and then when we meet up, one of my staff or trainers or one of the other Herzons will sit with me and take notes to be added to the permanent files already accrued beforehand with email.

So, email any question that you didn't find answers for and you will get an answer and we will go from there.

Any inconvenience felt by anyone about the lack of phone use is more than made up by the fact that their communication will be read and answered for sure!

Thank you all in advance for your cooperation.

V. Sandy Herzon