

Phone Use Protocol

For 99% of our communications we use Email.

All emails are scheduled to be answered hourly.

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

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

- There are over 50 phone calls daily. We don't have anyone sitting inside as an answering service.
- All of those callers want to speak to me, so even if someone was answering the phone; they would need for me to call them back.
- I don't have the time to call 50 people back per day.....there isn't enough time to do that and I have way too much to do with my dogs outside to set aside even the time for a few call backs.
- Most people calling want information on puppies available, all that information is made available at the www.chambraylabs.com website.....all of it and much more!
- Over 1200 people call or email a year wanting puppy information and there are only 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 so that we have a record of everything conveyed and then when we meet up, one of my staff of trainers or one of the other Herzons will take notes to be added to the permanent files already accrued beforehand.

So, email and you will get an answer and we will proceed from there.