

Monday, July 23, 2007

Fruth Pharmacy

Earlier today I went to the Fruth Pharmacy in the 100 block of Seventh Avenue in Huntington West Virginia. The employees of that store are very rude and snotty. I do not know if this rude and obnoxious behavior is due to poor education, or poor training, bad management or maybe all. I will not be foolish enough to go back to Fruth Pharmacy. The cashiers at Fruth Pharmacy have two speeds, slow and slower. They just made a dedicated Rite-Aid CVS customer out of me. At least the people at Rite Aid do not run off at the mouth at the customers like those at Fruth Pharmacy do. I don't want to do business with anyone who does not appreciate the customers business when the customer could just as easily go up the street and be treated like a respectable human being. I intend to do so because I have no intention of being treated badly. West Virginia citizens deserve to be treated well in retail establishments because those West Virginia dollars are hard to come by.

Posted by Huntington West Virginia in West Virginia at 23:30

The clerks at this store have been nothing but polite and helpful to me, always smiling and speak to me when I go in. This person must be the "ONE" customer who is "ONE" piece of work. If they do not go back it will be doing the "NICE CLERKS" a favor.

Anonymous on Jan 6 2008, 17:07

Do you remember the A&P stores in West Virginia Patricia?

They also had severely cranky cashiers who treated the customer poorly. They went out of business in West Virginia long ago.

It is a shame that Fruth Pharmacy is allowing its employees to bring the company down the same road as A&P traveled. Fruth is welcome to deny the employee problem like A&P once did until such time as history eventually repeats itself.

Please continue to deny the problem as I am certain the competitors will continue to reap profit and market share from the problem.

Reality Check: The minimum wage guarantees minimum dedication from employees and even the fourth rate management at Fruth Pharmacy headquarters is aware of this and anything else is corporate propaganda.

Economic fact: You cannot reasonably expect high quality from Low wage employees unless you have a something for nothing mentality and are totally clueless to modern management styles. When it comes to staffing, you get what you pay for.

Your comment tends to promote the misguided and distorted belief that I am the only one unhappy with the way I was treated at Fruth and that is simply not the case.

Fruth Pharmacy has been around for years and many have been unhappy with Fruth Pharmacy due the obnoxious behavior of employees. I am not isolated in my sentiments as it relates to Fruth Pharmacy and this to some degree explains the rapid expansion of local market share among the competitors to Fruth Pharmacy in the Huntington West Virginia area.

Be advised that your sentiment about me being "One" piece of work, ignores the possibility that I am a highly intelligent and articulate piece of work who is not alone in my sentiments about the poor quality of employees of Fruth Pharmacy.

The customer has a right to their opinion and it is beyond the capability of any corporation to change that. It is regrettable that you do not have the capacity to see that.

Your statement that "If they don't go back they will be doing the NICE CLERKS a favor" is very typical of Fruth Pharmacy employees who behave at work in much in the same way as they behave at home because they have not been trained better. The "don't let the door hit you in the posterior" mentality is all too common among Fruth Pharmacy employees. Thank you for making my point all too well.

In closing, I wish to make it quite clear that I am not so much angry or bitter about my experience but it does give me satisfaction to see Fruths prosperous competition do well by treating the customer well.

Anonymous on Jan 6 2008, 22:39