

# THE EXTRA POINT

BY JERRY ROBERTS



## # 347 Customer Service Sent Me to Guam

Today, the story of how a simple mistake completely changed a life. I'm Jerry Roberts and this should prove how important customer service really is. It's next, on The Extra Point.

I had finished up two years at a junior college, had a military deferment as long as I was in school, and was applying to a four-year college to earn a communications degree. The ultimate goal was to go to USC for film school, and to have a career in movies or TV.

I'd received some encouragement to do that from a producer named Gary Morton. Not familiar? You might recognize his wife's name — Lucille Ball. He'd told me to call him and he'd help, if I ever wanted to get started.

The student helper at the college took my application and told me it would be about a month before the start of classes when I'd get notice of acceptance. I was on my way.

Except, that a month before classes began, I didn't get any notice. I called and asked about that and was told to be patient that I'd surely receive my letter shortly. Two weeks passed. Another call and another request for patience. Two more weeks passed and registration was in full force, so I nervously drove out to the school and when I asked for help, I was told there was no application on file. My heart sank. What had happened? Now it was too late. They promised to get me in for the next term. While working to earn tuition money and waiting, my draft notice arrived in the mail. So I enlisted.

Five days into my enlistment I called home to tell my mom how things were going, and she reported to me that the college had sent me a letter. They had found my original application, discovering the girl I'd first spoken with had misplaced it. "Congratulations" it read, I had been accepted. Just a little late.

Military life was okay. Eventually, I came to a small island of about 65,000 people, two traffic lights, lots of folks went out without locking their doors, and if you dated a girl, you were dating one of her siblings that night as well.

I fell in love with island life and the people of that small place, and the allure to be a movie or TV producer was forgotten. After a few years I got the chance to usher in a style of radio the island hadn't heard before and people accepted the brashness of J.Q. Fanihi.

After the better part of 10 years I left, came back, was again accepted in new roles here: as a producer of trade shows, publisher of Directions magazine, and I've been allowed to train over 15,000 workers during the past 20 years.

I found a pretty good girl who became the love of my life, married into a nice family, and I've got a teenager who drives me crazy. I wouldn't have it any other way.

I don't know if you've got a story of how a customer service person did something that totally changed your destiny, but mine was. The mistake made by the student helper, in letting my college application go astray, led to events that indeed altered my course. My desire for a career in Hollywood had been derailed, and I ended up thousands of miles away, with a completely different life. I never learned her name but wish I had. I would have liked to tell her this story and say, "Thank you."

That's The Extra Point. Get out there and make something good happen today. For 93.3 and the Ray Gibson Show, I'm Jerry Roberts.

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