

# Airhead!

The diary of an air conditioning apprentice...



## MONDAY

OMG! The BLIP exhibition was a disaster – I got thrown out! No-one told me you couldn't promote your business at the show if you don't have a stand there... So I was giving out some AI-Cool cards and stuff to the public, but it seems some stand-holders complained to the organisers. I bet it was those *Penguin* people – they're such stuck-up smart-arses.

But blimey, that Geena Murdoch woman runs the show with an iron glove ... or is it a velvet fist? Whatever, she confronted me with two security guards looming behind her:

*"We only welcome reputable companies who've paid to be here" she said sharply. "Our doors are NOT open to free-loading cowboys, so please get on your horse, my dear, and ride off into the sunset!"* Bloody humiliating. Especially when the heavies picked me up and physically carried me out. And my trousers fell down.

Still, at least I managed to spy on the Penguin stand beforehand and nick some of their leaflets. They were promoting their maintenance services for air-con and solar... I thought maybe we could copy them, but this morning Max said: *"Nah, they haven't got a*

*clue, son.. I mean, what's the point in maintaining systems when they could be letting them fail and getting brand new sales? Besides, it's no good offering people reliable service – they'll expect it all the time."*

## WEDNESDAY

I've been thinking about what Max said... The thing is, I got the impression people really like *Penguin's* maintenance services. I know lots of property management companies use them. That's what I said to Max this evening, as he was getting in his van to go home. But he just slammed the door and drove off – into the sunset, as it happens... *Yee-ha!*

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# PENGUIN



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