

# Airhead!

The diary of an incompetent air-con apprentice...



## MONDAY

Blimey, it's a slow start to 2012. Business is distinctly cool at Al-Cool... Max is so worried, he's on an efficiency-drive and has asked our accountant, Kate, to streamline our invoicing system. Poor woman, she has a dreadful body odour problem – smells distinctly of fish. No wonder she works from home...

## TUESDAY

Today we were asked to quote for a heat pump for pool heating. We've haven't done pools before, but Max reckons it's simple enough. "Listen, how hard can it be?", he said (as usual), "It ain't rocket science, son - we'll undercut those quality-minded snobs at Penguin by getting cheap machines in from China – they're crap but they're a bargain! I'll order one right now from Wang, the supplier – bish bosh!"

## WEDNESDAY

The Wang pump came today. Looks very cheap and nasty, but anyway our quote was way less than Penguin's, so we got the job. Max was dead pleased.

## THURSDAY

We installed the Wang unit today. It wasn't easy - nothing seemed to fit very well. Max swore a lot, but said it was just normal 'snagging' problems - looked more like bodging to me... Anyway, Max took payment in cash. "That's smart, see?", he said, "No invoice – so no guarantee!"

"Is that altogether ethical?", I asked.

"Oh, altogether now - is that effing what?!" he snapped. "I don't care if it's effical or effing musical, that's business in the Algarve, son! I've been around long

enough and you'd better get used to how it works 'ere or you'll never pass your training at Al-Cool. This is a cash job – CASH, see?", he said, clenching a fat wad of euro notes.

"Smells a bit fishy to me", I said.

"Whatever. Which reminds me – DON'T mention cash jobs to Kate. She only needs to know about invoice jobs."

"OK... Is that why you call her 'Billings Kate'?"

"Naah! It's cos she smells like a fish market – 'Billingsgate', geddit?"

"Oh, that's nasty - !"

Then Max switched the machine on and we left very quickly.

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**Don't get an airhead, get an expert!**

# PENGUIN



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