Sultry Service

During Open House many hundreds of freshmen looked over Old Chimneys in the course of the day. The extra staff worked hard and rose to the occasion, serving everyone with a dispatch which, perhaps in normal day, perhaps quicker. Though they deserve to be commended for this, it does point out that the inadequacies of the system are not in the physical equipment as much as in the general quality of the staff.

When the waitresses are in service, there is not too much complaint. But, during the evening, when the staff seems to be particularly student, the service is abominable. Though there are difficulties during very busy times, there are problems even during relatively slack periods. Indeed, when there are merely slow, the people behind the counter perform with a lackadaisical air which goes beyond apathy toward scorn. Often times one person behind the counter is seiving 4 or 5 people, while another is behind the grill doing nothing. Those behind the counter often kid and joke among themselves, never choosing to recognize the customer.

The atmosphere of the Twenty Chimneys could be pleasant it not broken by reprimands from numbers, by such speeches as, "467, 'Mon 467, get it while it's hot!" which breaks into the calm.

I am not limited to the Twenty Chimneys. Last week there was a luncheon given in the Sala for one of our most important corporate groups-President Johnson himself addressed the gathering. Nevertheless, most of the speeches appeared to be downright disheveled, and some did not even know the fundamentals of proper service.

We recognize that most MIT students do not look upon their work as a per- formance. This is understandable some time those behind the counter are not students, but instead of the cover are, they being paid for a certain level of service. The slowness and rude- ness of these people are unmeasurable, they are simply not performing their job.

Everyone would welcome a more friendly service with a smile, and some quicker movements behind the counter.