

An open letter to the Grawood Staff

Patron, from le Patron which means boss.

On Saturday, March 20, after spending about 12 hours in the Tupper Building studying for my Medicine Comprehensive I was feeling a bit dry so I ambled down to the Grawood. After waiting in the line for 15 minutes, I was allowed in at 11:50. After going to my table, at about midnight the waiter showed up and that was all. At 12:15, Last Call time, I had to stand up and shout at the waiter that I had been there for 25 minutes and still did not have my Keith's. Well, I got my beer with the rejoinder that it was a bad night. I don't know what was so bad about it, from my observation the waiter was spending more time hustling women than doing his job. The other three people at the table

also had their orders forgotten.

On Wednesday evening, March 26, 1976, after the Medicine Comprehension, a few of my fellow Med Students and myself decided to go up to the Grawood for a few beers. While we were there, a member of the Grawood Staff appeared like a bolt out of the blue and picked up the empty bottles and in the process knocked over two beers on the table. There was no apology, no replacement of the spilt beer and no effort made at cleaning up the table. After about 20 minutes, I decided to do it myself, so I went up to the bar and asked for a cloth and was greeted with the desultory reply - "There aren't any." Well, that answer wasn't good enough, so I stood there and waited for some more productive pearl of wisdom to

drop from the waiter's lips - he very carefully looked over his shoulder and allowed as to how there was indeed a cloth in the sink and that I could go and get it and clean the table myself. So I went behind the bar, and while there I was rudely told that I wasn't supposed to be there by the same person who told me to get the cloth!

Furthermore the same evening we had two orders "forgotten."

I am not Ann Smiley, Bruce Russell, or Mark Crossman; my name is John Hamilton. Being the best known member of the Executive has its advantages - I do not get the A Number One immediate preferential, indeed deferential service that the average student gets - and generally the service is rotten. The name of the game is service,

the Students' Union is not performing a service to the staff of the Grawood, but that staff is supposed to be performing a service for the Union and to do it well.

I am not interested in how macho a waiter can be, I am not interested in how cool a waiter is, I don't give a damn about how well he can hustle women; I am indeed interested in good service, I do not want to spend ages waiting for a beer, I do not want to put up with rude and sloppy service, I do not want (or should have to) to clean off my own table, I do not want my beer spilled all over the table with no recompense or apology.

Summer is coming, and some of you people are looking forward to summer jobs in the Grawood, but I *continued on p. 8*

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