

What Happened to Customer Service?

**Waiting on a doctor or a dentist, used to be the only “wait game” we played. Now we’re waiting between 8 am and 5 pm to get a technician or some other type of service? Really, they can’t get any closer on the time than that? Sometimes, they just don’t show up at all. My son, made 6 appointments to get his stuff hooked up and all 6 times, no one showed up. I guess when you’re the only show in town, you can treat customers so poorly. Surely, there is a better way?**

**There are better ways to lease Agricultural land, and we’re going to be discussing these at our Leasing meeting on December 4th, at the Oskaloosa City Hall at 212 West Washington Street. The meeting will go from 1:30 pm to 3:30 pm.**

**Dr Mykel Taylor, KSU Ag Economist will present “Creating Fair, Yet Equitable Farm Leases”. If you haven’t heard Mykel speak, you will really enjoy her sense of humor.**

**As an Associate Professor in the Department of Ag Economics at Kansas State University, Mykel’s research and Extension programs are focused in the area of farm management. After growing up on a cattle ranch in Montana, she majored in Agribusiness Management at Montana State University before receiving her PhD in Economics, from North Carolina State University.**

**Her current research emphasis includes measuring basis risk for commodity grains, evaluation of Farm Bill commodity programs, and analyzing trends in Kansas agricultural land values, rental rates, and leasing arrangements.**

**Whether you’re a farmer or rancher, landlord or tenant, you’ll get some great information from Dr Taylor’s analysis of land values and rental rates. There is no cost to attend, but we would like for you to RSVP so we have adequate handouts. Please let us know if you’ll be attending, by calling one of our offices. Hope to see you then!**