## Blöd oder Saublöd?

## Beitrag von "T-RACK" vom 5. Juni 2010 um 07:47

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The spoon:
> A lesson on how consultants can make a difference in an
> organization.
>
> Last week, we took some friends to a new restaurant, 'Steve's
> Place,' and noticed that the waiter who took our order carried a spoon
> in his shirt pocket.
>
> It seemed a little strange. When the busboy brought our water and
> utensils, I observed that he also had a spoon in his shirt pocket.
>
> Then I looked around and saw that all the staff had spoons in
> their pockets. When the waiter came back to serve our soup I inquired,
> 'Why the spoon?'
>
> 'Well, 'he explained, 'the restaurant's owner hired Andersen
> Consulting to revamp all of our processes. After several months of
> analysis, they concluded that the spoon was the most frequently
> dropped
> utensil. It represents a drop frequency of approximately 3 spoons per
> table per hour.
>
> If our personnel are better prepared, we can reduce the number of
> trips back to the kitchen and save 15 man-hours per shift.'
> As luck would have it, I dropped my spoon and he replaced it with
> his spare. 'I'll get another spoon next time I go to the kitchen
> instead
> of making an extra trip to get it right now..' I was impressed.
>
> I also noticed that there was a string hanging out of the
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> waiter's
> fly.
>
> Looking around, I saw that all of the waiters had the same
> string
> hanging from their flies. So, before he walked off, I asked the
> waiter,
> 'Excuse me, but can you tell me why you have that string right there?'
> 'Oh, certainly!' Then he lowered his voice. 'Not everyone is so
> observant. That consulting firm I mentioned also learned that we can
> save time in the restroom.
>
> By tying this string to the tip of our you-know-what, we can pull
> it out without touching it and eliminate the need to wash our hands,
> shortening the time spent in the restroom by 76.39%.'
>
>
> I asked quietly, 'After you get it out, how do you put it back?'
>
> 'Well,' he whispered, 'I don't know about the others, but I use
> the spoon.'
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