

# If Restaurants Functioned Like Microsoft

**Patron:** Waiter!

**Waiter:** Hi, my name is Bill, and I'll be your Support Waiter. What seems to be the problem?

**Patron:** There's a fly in my soup!

**Waiter:** Try again, maybe the fly isn't really there.

**Patron:** No, it's still there.

**Waiter:** Then it must be the way you're using the soup. Try eating it with a fork instead.

**Patron:** Even when I use the fork, the fly is still there.

**Waiter:** This is starting to sound like an incompatibility issue. What kind of bowl are you using?

**Patron:** A SOUP bowl! The same one YOU served me!

**Waiter:** Hmmm, that usually works. Maybe it's a configuration problem. How was the bowl set up?

**Patron:** You brought it to me on a saucer. What has that to do with the fly in my soup?!

**Waiter:** Can you remember everything you did before you noticed the fly in your soup?

**Patron:** I sat down and ordered the Soup of the Day!

**Waiter:** At this point my best advice is for you to upgrade to the latest Soup of the Day.

**Patron:** You have more than one Soup of the Day each day??

**Waiter:** Yes, the Soup of the Day is changed every hour.

**Patron:** Well, what is the Soup of the Day now?

**Waiter:** The current Soup of the Day is tomato.

**Patron:** Fine. Bring me the tomato soup, and the check. I'm running late now.

**Waiter:** (Leaves and returns with another bowl of soup and the check.)

**Waiter:** Here you are, Sir. The soup and your check.

**Patron:** This is potato soup.

**Waiter:** Yes, the tomato soup wasn't ready yet.

**Patron:** Well, I'm so hungry now, I'll eat anything.

**Waiter:** Enjoy!

**Waiter:** (Leaves.)

**Patron:** Waiter! There's another fly in my soup!

**Waiter:** That sir, is not a fly, it is a protein feature. We have included this enhancement for free with your soup upgrade.

**Patron:** This is completely UNACCEPTABLE!!!

**Waiter:** Well, according to the license agreement printed on the back of your latest napkin, we are not liable for the disliking of our product features. I believe we can close this ticket now. (Removes old check, and leaves a new one.)

**Patron:** (Reads the check:)

```
Soup of the Day .....$ 1.50
Upgrade to newer Soup of the Day.....$ 2.50
  Access to support @ $ 5.00 per incident
.....X 3 Incidents=.....$15.00
Subtotal .....$19.00
Mandatory Gratuity. (25%) .....$ 4.00*
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Total . . . . . $23.00
```

\* Gratuity was calculated using an early Intel Pentium microprocessor

Forwarded by Sid Sachs who, since he is also a programmer, probably used himself as a model for the waiter.

Thomas R. Fasulo, Editor and Expurgator of MS Word  
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