

Jeff Around Town – November 19th, 2024

Jeff: And time now for another edition of Jeff Around Town. So, picture a beautiful fall morning, maybe much like today, but you're standing in a fairly long line at the main post office in downtown Omaha. Behind you comes a guy carrying a box he's going to ship. You notice how he's taking great care to double check the tape and the packaging. And then you also notice that he's a postal employee.

So, you know, you make a joke and say, hey, you work here and you still have to wait in line. He laughs and says, yep, just because I work here doesn't mean I get special treatment. And a moment later, the employee, let's call him Joe, is talking with a mom and daughter who are sitting nearby waiting for a passport appointment. The mom's saying how the daughter is going to go to Europe on a school trip, but that this is their fourth attempt to get a passport. Apparently, they'd gone to another post office three other times and had always run into some sort of a bureaucratic snag of some sort. So, Joe puts his hand on his heart and tells them how on behalf of the post office, sincerely sorry he is that they've run into issues. And as a postal employee, he says how important it is to remember that the customer always comes first.

There's now this general conversation going on between all of you. And Joe goes on to say that he drives a truck for the postal service. His route takes him to Grand Island, Kearney and beyond. Joe says he's from back East and was in the service. He also has six kids.

Meanwhile, that line is taking forever.

And now Joe is double checking the box again to make sure that it's all taped up securely. Next, you hear Joe telling the mom he only has three minutes to clock in, and she seems concerned for him, but he's smiling calm. And then you realize, well, wait a minute, you're next in line.

You're in front of him and you offer to let him go in front of you, but he declines. But finally, you insist he go first. As he goes past, he shakes your hand and says, thank you. And then he tells you that his son has recently joined the military and is stationed in Oklahoma and has been doing all of this basic training, working out, running, hiking in shoes that are too small. So, Joe went out and found him a larger size that he's shipping.

Finally, Joe is at the counter and he ships his package, smiles and thanks everyone.

Even this postal worker who has taken great care to make sure the package arrived safely because it was for his son and you're, you're struck and how just this moment you've witnessed two beautiful examples of a parent's love for a child. And as you're leaving, you hear the names of the mom and the daughter called with an upbeat. May I help you please?

Who says waiting in line at the post office is always unpleasant? Sometimes it can be downright uplifting. So, here's hoping the next time you're waiting in a long line, you also have a lovely moment. And that's another Jeff Around Town.