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PRESENTS

My Personal Notes . . .

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Ed Smithson, Editor

ANSWER THE PHONE!

The other day I made a toll free telephone call to the company whose Bible software I have been using for a while. Imagine my surprise when a “live person” answered the phone. It took me a couple of seconds to recover from my surprise and the person on the other end of the line had to repeat himself.

I realize that in many instances businesses have made the decision to “modernize” and use an “automatic answering system,” to cut costs. (I don’t believe they are cutting costs by that move but that is their decision!) Then there is the endless “menu’s” one has to navigate to get to something that resembles what one is looking for.

I realize this is not a scriptural issue, just in case you are wondering!!!

Imagine my surprise the other day when I dial the number of a congregation of the Lord’s church that numbers less than 300 and the phone is answered by a machine???. And yes, there was a menu. “If you wish to speak to so and so, dial ____.” “if you want to speak to the education department, dial ____.” Do you know what I did? I hung up! What on earth is going on with our brethren? Why do we feel it is necessary to have a machine answer the phone? Are we just wanting to “stay in step” with the world with technology, or are we trying to impress someone as to our prowess with electronics?

Brethren, what kind of business are we in? We are in the **people business!** We are not selling machinery. We are not selling computers or software. We are not scheduling doctor’s

appointments. We are supposed to be in the business of serving people and trying to save their souls.

I can understand using a device to answer the phone after office hours (if we have them. I can remember a time when the church was on call 24 hours a day and have the memory of 2 A. M. calls to prove it.) Some sort of message on a machine to tell people whom to contact in an emergency.

But our business is souls. There is a lot of emphasis places on “helping people” with their problems today and much less emphasis placed on preaching the word. If we are serious about helping people, why in the world would we have a machine stand between us and them?

Brethren, think about it!

A handwritten signature in black ink that reads "Ed Smithson". The signature is written in a cursive style with a long, sweeping underline that extends to the right.

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