

S6E6-Roxanne Kaufman

SPEAKERS

Peter Margaritis, Roxanne Kaufman

Peter Margaritis

Hey, welcome back, everybody. I'm extending a conversation that I had on the last episode with Jennifer Elder. I've invited my very good friend, Roxanne Kaufman, to be on the podcast today. And Roxanne has been traveling all of her life. And you wouldn't believe how many times. So, I'll just leave it at that. So, Roxanne first and foremost, thank you for taking time out of your busy day to spend some time with me on the podcast.

Roxanne Kaufman

Are you kidding me? Peter, I love talking with you on your podcast and listening to it all the time. It's always great. Thank you for inviting me.

Peter Margaritis

Oh, you're welcome. So, early in your life, prior to let's say the last five years, you probably traveled more than the average human being or maybe a President of the United States. So, can you share some of that with us?

Roxanne Kaufman

I would say that's fair and it's absolutely true. So, I came from a traveling family, right? My dad was a salesman, and we went lots of different places. When I graduated from high school, we had moved 22 times. Uh huh. I just thought that was normal for kids. I thought that's what everybody did but I learned later in life that it wasn't, but it just kind of got in my blood, I guess. So, I've always travelled and kind of roamed around and landed in different places. The really extensive business travel started when I went to work with a corporation out on the East Coast, that was also had manufacturing headquarters in Germany. I was with them for 14 years. And the evolution of my role there turned into global travel constantly. I was going around the world. I was visiting eighty-six business units, several different contractors and partners. We had two out in North and South America, I was all over the place all the time. So, I can't remember half the stories that could have told me about that. But I know it was, it was fun. And it was a huge learning experience. What I gained from that, in terms of experience and knowledge and understanding, and how much smaller the world gets when you begin to travel like that, you begin to see how we are all so much alike, no matter where we are, where we come from.

Peter Margaritis

So, I think it'd be fair enough to say, I don't know the dates and times, but travel back when you were working for the global construction company. The way we travel then, and the way we traveled today are vastly different.

Roxanne Kaufman

Vastly different. Yes.

Peter Margaritis

The way we dress is vastly different.

Roxanne Kaufman

I never saw anybody in their pajamas. I can honestly say that. Back in the day, as they say, I never saw anybody wearing their pajamas in an airport. And that's okay, I guess. You know, everybody wants to do their own thing. That's all right. But yeah, there was that. The other part of it was, of course, as much as I traveled and that was all on one airline at the time.

Peter Margaritis

Oh, okay.

Roxanne Kaufman

I booked it that way. So, I was a million mile traveler. So, it was very different for me. Because it was all I was always upgraded. You know, it was just all of that. So, it was a good experience. And I did some runs back and forth to a lot of different places and it was usually the same crew. So, it was like they were an extension of my business family. I would get on "Hey, Rox." "How you doing captain?" It was really neat. It was fun. It was fun to travel. The whole atmosphere was different, and it was just, it was just different. And a lot has changed. And yeah, now it's different again.

Peter Margaritis

So, and we prior to start the conversation, I, there was a rule about when we talk about travel, if it's a good experience, drop brand names everywhere.

Roxanne Kaufman

Okay.

Peter Margaritis

If its a bad experienced, keep it as generic as possible.

Roxanne Kaufman

Absolutely promise. Since the good airline no longer exists. It was Continental. I flew Continental all the time, around the world everywhere. And they were fabulous. And as to the rest. I won't mention any names.

Peter Margaritis

United.

Roxanne Kaufman

Yeah, it was United.

Peter Margaritis

Yeah, that, god, that seems like just yesterday, but that was many years ago.

Roxanne Kaufman

It was many years ago. Right. And so, I was Cleveland based about halfway through that career with the company. I came back to Cleveland, just because my parents were here and I wanted to be closer to them. They were getting older. And then so we lost the hub. We had a Continental hub here in Cleveland. And that became very challenging with travel once we lost that. For me anyway.

Peter Margaritis

So, now and over the last five years, you can still continue to travel and you travel a lot. So, do you have any interesting stories to share? Did Continental merge in with American or United?

Roxanne Kaufman

United. Well, let's see. There was, yes, just about a bazillion. But one is quite recent that I will share. And this was one of the most interesting and unique experiences I've ever had in all of my travels all of my life. So, no one will be mentioned by name, not airports, locations or airlines. So, I was flying on a connection, which is about the only way we can right now out of Cleveland. Okay, I was leaving here, making a connection in another huge hub, and then going on to another location. And so, that was a very early morning flight. I was up about five o'clock in the morning, went to the airport about 6:30. Got there, no problem. Got into the exchange airport. And that flight was delayed a little bit going into my final destination. So, I had to wait for that. So, while I was waiting, I was very, very busy, very busy. Lots of people. I got a call that the program that I was doing had to be postponed. It was an emergency thing had to be postponed at the last minute. No problem. I'll just go on back to Cleveland. We'll reschedule. So, we rescheduled right then and there. No problem at all. So, I go to the gate. Well, they can't help me. The flights delayed. I said, "Can you get my luggage?" "No, I'm sorry, I can't do anything about that. We don't handle that." So, I had to go to another customer service area where I waited 45 minutes, only to hear that, "I'm sorry, we can't help you with that." There's a bank of phones over there, by the way that had about this much dust and grime, and it was very interesting. You have to pick up that phone. I'm going to try and make this as short as I can, because this could go on and on. Picked up the phone, and on the other end, and I heard Hello, this is airlines. Hello.... I couldn't understand a word they were saying. They were talking on a cell phone that didn't work or was breaking up or whatever. So, I just finally hung up. And I called, which I should have done in the first place, the emergency number of the airline. Told them what my problem was, and they said no worries. I'm going to put you on hold for a little bit and I will get back to you. I will find your luggage and I'll find you a different flight home. I said, "Great." Ninety minutes later.

Peter Margaritis

Ninety?!

Roxanne Kaufman

Ninety minutes later, one hour and 30 minutes later, this person came back on the phone and said well I found your luggage and it's on your, it's on its way to your final destination. Great. There are three flights returning back for you today. All of them are overbooked. But I have you on standby for each

one. All you have to do is walk down to the end of the concourse and wait. The first one is in concourse XYZ. The second one is in concourse ABC, and that's in a completely nother universe than the one that I just did. And then and these were all mid-afternoon to late afternoon flight. The third one is at 11:30 tonight. So, of course that's the only one that I could get on, but I certainly did, you know, get my steps in that day. So, I stopped to have a bite to eat. After I knew I wasn't getting anything till 11:30. Had a bite to eat, made my way to the gate and knew that I had gotten something that went sideways.

Peter Margaritis

Oh.

Roxanne Kaufman

Oh, come on. Really universe! Come on.

Peter Margaritis

You're getting the trilogy here of a bad travel nightmare.

Roxanne Kaufman

To end the agony of this entire saga, I finally did get back to Cleveland. I got here about 1:30 in the morning. Thank God, some airline agents were still there. I went over. They tracked my luggage. They said they get it tomorrow sometime and drop it off. So, I went to the taxi stand. Well, there are no taxis at 1:30- 2:00 in the morning. I couldn't even get an Uber to come. So, I'm dialing all the taxi cabs, all the, trying to get somebody. It was another 30 minutes. So, at 2:30 a taxi picked me up and took me home and I got home at three o'clock on Tuesday morning. I had left at six o'clock on Monday morning.

Peter Margaritis

Wow.

Roxanne Kaufman

Imagine, I mean, when it when it starts falling, man the dominoes go.

Peter Margaritis

You know I've had some travel nightmare. Nothing quite quite like that.

Roxanne Kaufman

It was food poisoning it really kind of did me in. The flight attendants were wonderful. They were so helpful. They were just really they said you do what you need to do. We're right here. We'll help you. It's just. It's fine. It's fine.

Peter Margaritis

Yeah. But I think for a lot of non-business travelers, they would run into something like that and they'd lose their noodle. And they would lose, they would lose, their head would explode it. Maybe even to a point that they would yell at flight attendants. Yell at gate attendants. And they get back and you know, get the typewriter out and write a type written letter to the president of the airline using all kinds of

language and swearing that they're going to just drive from now on and never experience that airplane again.

Roxanne Kaufman

No, no. Right.

Peter Margaritis

How did you not do that? Well, or maybe you did do that and you haven't flown since.

Roxanne Kaufman

I did not do that. I would never do that under those circumstances. Not of this. I mean, their customer service was terrible. Really, really failed in that regard. But I also understand, I mean, we got to understand the times we're in right now. There aren't enough staff working anywhere, right? And just followed that. And yes, I was miserable. And yes, I was just trying to keep myself together. Absolutely. But I would never take that out on another human being. It wasn't their problem. It was mine. I would have loved to have, you know, pound a wall or a pillow or something. There wasn't any of that available. So, you just don't, you know, you just kind of have to take it all in stride. And realize this stuff happens. It is, it was the most traumatic experience that I've had flying anywhere. And I was glad that I had the week booked that I didn't have anything I had to follow up on immediately after that so I had a few days to gather myself together again. So, it was okay. It was just, it's a great story now. I just tell it and laugh. Okay, what else could happen? I guess the plane could have fallen out of the sky. But it didn't. You know what, and I got home safe and sound. And I got my luggage. It was all good.

Peter Margaritis

I guess, I guess the worst that could happen is as on your flight back, you run into some pretty unruly turbulence coming out of the sky.

Roxanne Kaufman

Yeah, there was some but it wasn't egregious turbulence. It was mediocre. But it was just enough to keep me on my toes so to speak.

Peter Margaritis

Have you ever been on a flight with was pretty bad turbulence?

Roxanne Kaufman

Yeah, actually, I was in a flight that almost crashed. It was years ago. I was flying from I think it was Chicago into Buffalo, New York. And we got caught in a blizzard that was coming in. They tried to get this plane out and into Buffalo. We came through a blizzard. And I mean, we were dropping hundreds of feet and going back up and coming back down. The planes going like this the whole, I knew I was dead. I knew I was dead. That was the last plane that landed in Buffalo for days after that, and we were lucky to get down alive.

Peter Margaritis

I think I'd rather have food poisoning.

Roxanne Kaufman

Yeah, yeah.

Peter Margaritis

I mean, I've, I've experienced some bad turbulence and you hear about, especially some overseas flights, again, some really bad turbulence. But I'm not an engineer, do a play with on a train or nothing like that. But there must be something the way the how the plane is designed that it can withstand that type of stress on the frame to maintain itself.

Roxanne Kaufman

You know, it's funny you say that, Peter, because I talked to, I had an uncle at the time, he has passed now, but I called him a few days later and told him about this. He was in the Air Force. He was a fighter jet pilot. And I asked him about that. And he explained to me that planes are built that they, it feels terrible when you're in it ,but the plane is balancing and all the air and he went through all of the technical explanation. I don't remember what, but it really did make me feel better. He said, you really don't have much to worry about. It takes a lot to bring a plane down just with turbulence. They said they are built to withstand that.

Peter Margaritis

Yeah, and I think that's something I keep trying to remind myself when I'm in the middle of some pretty gnarly turbulence. This thing is not going to crash. It's gonna, it's just gonna, we'll just go, Oooohh oohhh, okay! Okay, well, alright.

Roxanne Kaufman

Grab your stomach and bring it back down.

Peter Margaritis

Exactly. Make sure you get your seat belt on.

Roxanne Kaufman

Yeah, and your heart. Crazy. Yeah.

Peter Margaritis

So um, do you have any fabulous stories about traveling that was just, you know, whether it's a play, whether it's a hotel, whether it's a dinner?

Roxanne Kaufman

I do. Several years ago, my sister and my niece and I took a train trip.

Peter Margaritis

Ooo!

Roxanne Kaufman

Yeah. From, well, they came in from Massachusetts. I'm trying to think if it was Springfield. They got on the train in Springfield and I met them in Chicago. I took it. I took the train up to, did I fly or I didn't I there? Anyway, we met in Chicago and went out to Sacramento, California, on the train. So, it's a couple nights, couple days, it's the most fabulous way to travel for me. I love it. We had, we had little sleeper cars. We had private cars. And I love, excuse me, going to the dining car and just watching the, you go across America. And you can go north and go south, you know. I just love, I find it very relaxing, very enjoyable. And I take all my journals and my books, and you just kind of cave in. And it's just the most, the most relaxing and the most fun time or you even if you do it by yourself. I mean, of course we had a wonderful time. It's just a wonderful experience. And you meet some very unusual and interesting people. And it's fun. It's like it's old world stuff, because of the porters and the way they take care of you and just the whole, the whole atmosphere and the protocols of train travel. It's really cool.

Peter Margaritis

I've never taken a train trip like that. I mean, I've written Amtrak on the East Coast, because it's a lot easier.

Roxanne Kaufman

Yeah.

Peter Margaritis

But my buddy, John Kelly, the Chief People Officer at White Castle, he took a train trip from Vancouver, Canada, across Canada about halfway. And he, and what he posted on Facebook, and he still talks about this day. That's something I would love to do is take a train trip across anywhere.

Roxanne Kaufman

Yeah, I will definitely do it again. I will definitely do it again.

Peter Margaritis

So, how was the food?

Roxanne Kaufman

I thought it was wonderful. I think it's great.

Peter Margaritis

Better than airplane food in the main cabin?

Roxanne Kaufman

Yes. It might not be better than airplane food in first class. It depends. It depends upon the airline and it depends how long you're on the plane all that, but they do a great job. They have chefs on the trains, just like the chefs that prepare the food for the airlines.

Peter Margaritis

Yeah, yeah.

Roxanne Kaufman

It's really quite quite fun.

Peter Margaritis

That's cool.

Roxanne Kaufman

Yeah.

Peter Margaritis

That would be fun. So, we've talked about business travel. And, and, but is there a favorite place that you like to go to, to vacation?

Roxanne Kaufman

Well to vacation. I haven't done a lot of vacationing in my life. You know, I've traveled so much for business, that it's always kind of blended in. You know, I would go in and weekend before. Loved going out to Nevada and Arizona when I was traveling for business. I would go out there and spend time. It was great. As far as cities go, cities to go play in and have fun in, absolutely Boston and Chicago are my favorites. I love doing that. But as far as vacation travel, I love going to the United Kingdom. I love going overseas and I haven't done that in a while. I have another trip planned coming up to do that again, which will be lovely. Looking forward to it. I don't really have a favorite. It kind of depends. There's places I want to go that I've never been. So, that'd be fun.

Peter Margaritis

But you're Irish, haven't you been? Haven't you been to Ireland?

Roxanne Kaufman

No. Thank you for... Yes, I did. I did go to Ireland several years ago. Yeah, it was great. I loved. I want to go back.

Peter Margaritis

What was the best part of Ireland?

Roxanne Kaufman

The pubs.

Peter Margaritis

I'll keep throwing you soft balls.

Roxanne Kaufman

No, it was, it was the, all that was great. It was really the people and just the countryside. It's a beautiful, beautiful country. It's just amazing. And I love the people and you get little one lane roads everywhere you go. And it's just navigating the whole place and learning about the culture.

Peter Margaritis

So, when you do travel for vacation, or overseas or whatever, do you still maintain the business travelers mindset?

Roxanne Kaufman

No, no, not when I'm traveling for personal. I'm not sure what you mean by business mindset.

Peter Margaritis

Well, my business, I still try, when I traveled, like for vacation, I still have that business mindset. Get out of my way. I got a place to be. Quick, quick walking down the concourse at Atlanta Hartsfield airport. A family of 30, and their blocking the way that I gotta get from A to B.

Roxanne Kaufman

Yes, absolutely. That is a constant. Yes. That's just, why people stop dead in the middle of a concourse and think they're the only person there, I just will never really get that but that's okay. And people who are talking on their cell phones as loud as they possibly can and having private conversations and business conversations. Okay, well, I'll just look at it as entertainment I guess. I just don't understand.

Peter Margaritis

Oh my god, there's this guy out of, I got upgraded the first time, a flight on Delta. Coming back into Columbus and this guy had on Bose noise cancelling and he was using that to talk. He was using that to talk with and everybody in first class could hear everything he was saying, but he couldn't hear himself. And then at some point he took the headphones off and I actually said, "Could you not wear the headphones. Because we're hearing everything you're saying. And we really don't want to hear your conversation." And he took offense to that. Nobody else on that took offense to that. But he took offense because I said something to him. Oh, my God.

Roxanne Kaufman

Let me tell you something along those lines. So, back in, in my big travel days with a corporate or with a global Corp. I was coming back from a huge global trade show. And, you know, all of our competitors are there, you know, all friends and family, of course, but their competitors. I'm riding back and there are two fellows sitting behind me talking in their loud voices about all of their new product launches that are coming up. All of their finances. All of their inner business stuff. And I thought, Oh, my God, if this isn't competitive Intel, I said, I just I can't, I can't. So, I got up and I leaned over the back of the seats and said, I told him who I worked for. And said, "Guys, you probably don't want me to know everything you're talking about. I promise you, I'm not going to use it. I promise you. I just heard way more than you want me to know. I'm not going to use it. But you got to stop talking now." They were mortified. Really? Think about it.

Peter Margaritis

Okay, so could you tell if they had had a few cocktails?

Roxanne Kaufman

Of course they did!

Peter Margaritis

Just making sure. Just making sure!

Roxanne Kaufman

That's all you do! Right? Of course!

Peter Margaritis

Yeah. So, I mean, besides the two guys, have you ever sat by somebody on a flight that you didn't know and by the time you get off the plane?

Roxanne Kaufman

You've come friends?

Peter Margaritis

Yeah.

Roxanne Kaufman

Yeah, absolutely. I do that when I'm on layover is too, Sit down, you know, have a cup of tea or a glass of wine or good bourbon or something and somebody will sit down. I have so many cards from best friends I've met doing that. Yeah.

Peter Margaritis

I was on a flight from Atlanta to Columbus and got upgraded to First. Sitting next to this guy. His name is John Barlow. And John, the flight attendant came by said, "Would you like anything drink?" And I said, "You first." And he goes, "I'll take a Woodford on the rocks." I went, "I'm having what he's having." Knowing that he's a bourbon guy.

Roxanne Kaufman

Yeah.

Peter Margaritis

And we started talking about bourbon and stuff. And we went into life. And I said, "Do you have any kids?" He goes, "Yeah." I said, "How old?" They were younger than Stephen. And he goes, oh god, he asked me a question and I had this really funny come back to him. He goes, he was, you know, to get to an age, kids get to an age, you know? And I cross my fingers like this, you know, when they're really young we're just know what the best part because I'm the smartest for, Dad is the smart person in the world, then they grew up a little bit and they're kinda like, still think we're cool, but to not as that. And then when they get to be 12. And I went like this. And for those you watch the TV basic, I just gave a bird. The bird. That's how I felt from 12, and probably sometimes even to 22 right now. I thought this poor guy was gonna lose his mind. He was just laughing hysterically and he stopped and goes, "Were you kidding?" because And I went, "No, there's some truth in that."

Roxanne Kaufman

Absolutely. I love it.

Peter Margaritis

Actually. I stayed in contact with him for about a year or so after that. Yeah.

Roxanne Kaufman

That's great. Yeah, it happens. Sure.

Peter Margaritis

And then, oh, now, have you sat next to somebody who's just absolutely bat crap Crazy.

Roxanne Kaufman

Oh, yeah. And won't stop talking. Wants to like know everything about you and wants you to know everything about them.

Peter Margaritis

Yeah.

Roxanne Kaufman

Yeah, I usually say I am so sorry. I plan this time to get some work done. You know, I'll be gracious to let them talk for a little bit. Yeah, but no, that's just that's insane. I did meet a gal one time though, when I was doing my Las Vegas runs. that was for conferences, not for gambling or playing. She ended, she was one of the concierge at the MGM. And we stayed there when we went out there. So, we got to be best buddies. And she would upgrade me, upgrade me for years after that. Every time I went out all I had to do was call her and she would upgrade me to a suite.

Peter Margaritis

Oh, nice.

Roxanne Kaufman

Oh my god. It was, everybody was so jealous. Huge suite in Las Vegas that like on the top left the top floor but on the high floor of the MGM is amazing. Yeah.

Peter Margaritis

Oh, that's cool.

Roxanne Kaufman

It was fun.

Peter Margaritis

I remember one the restaurant coming back from Vegas. I met one of the restaurant owners. I can't remember where hotel, what the name of the restaurant is. And we just sat there talks through the

whole trip. And you sit next to me. I've got it written down somewhere. It's in my phone. It says just give my name and they'll take care of you. I don't have I haven't been back to Vegas since.

Roxanne Kaufman

Yeah, very cool. Very cool.

Peter Margaritis

There's some interesting stories that we that we have when we fly and the people that we meet. And you know what, there's also the kids sit behind you that screaming his brains out his or her brains out. And that will just go, and people around just getting so upset. Steven, when he was six months, seven months old, I had upgraded myself to first class with him. We were going to Florida. And he did not like the flight from, we were flying from Columbus to Detroit, and he was screaming, screaming the whole way. And just, because his depression is he's like, like Curly O'Neil from the Three Stooges. Everybody, except for one person was really gracious because they all had experienced it. And when I tried to get off the flight, walk off our fight, I tried to get my luggage because I was going to drive back to Columbus, and not put anybody through the trip. And luckily, the people in Detroit were very nasty and wouldn't let me get my luggage and told me how to continue to fly down. So, this is 20 some odd years ago. And when I landed I just, it was just, it was, it was rough. And I just looked at my mother and went he's yours for a while.

Roxanne Kaufman

Oh no. Goodbye!

Peter Margaritis

I'm gonna go find a bottle of something to pour myself into it right now. I mean, my hair was all over the place. It was, yeah.

Roxanne Kaufman

Aww, that hard. I don't get upset with the baby stuff. You can't babies are babies. They do what they do and the poor parents. You know, they can't, just take earplugs.

Peter Margaritis

Right. When I see the poor parents face, especially if they're right around me. I'll go, "You know my kid did this one time, too. So don't, everybody's, everybody's knows what you're going through. It's okay. You're not?"

Roxanne Kaufman

Yeah, I'm gonna start carrying a package of earplugs and just get up and hand them out to people to make sure nobody complains. Yeah.

Peter Margaritis

So, as we wrap up, do you have any, oh well, you said you're leaving soon for some place. So, is that business was that pleasure?

Roxanne Kaufman

No, that's just that personal trip that I'm taking to go visit with some family.

Peter Margaritis

Cool. And they're taking it, is it an international flight?

Roxanne Kaufman

Yeah.

Peter Margaritis

Hope you got upgraded.

Roxanne Kaufman

I did. I did. Yeah. Yeah. Looking forward to that one.

Peter Margaritis

Well, I hope you I hope you have a wonderful uneventful, on time trip.

Roxanne Kaufman

Thank you. So do I. Yeah, it should be fine.

Peter Margaritis

When usually I get to a location they go. How's your trip, I like to go it's it was very uneventful.

Roxanne Kaufman

Very uneventful. That's right.

Peter Margaritis

Plane took off, the plane landed, the plane took off, the plane landed. It was on time. Everything was cool. Nobody lost their mind. And my luggage made it safely.

Roxanne Kaufman

And that's the way we want it too. So, do I have a few minutes to tell you just one other story? And it's not about a flight? It's about a hotel.

Peter Margaritis

Absolutely.

Roxanne Kaufman

Okay, because this one is like one for the record books. Okay.

Peter Margaritis

Oh, okay.

Roxanne Kaufman

So, I stay at this hotel all the time on one of my business trips. It's a place I go regularly. And they were just there were just a series of things that were taking place that were just not, it was just, it was forgetfulness on the part of the staff. It was just not paying attention to things. There's loud music playing all night. It was supposed to have been turned off. There were just things that were happening, right? That were just being very disruptive. So, I got back to my room after a very long day of meetings and that it had been partially cleaned. So, the beds were made. Half the towels were there. But none of the glassware or cups of coffee cups or anything had been replaced. So, I called down to the front desk and I asked if I could get replacement stuff. Just you know, just I'll come down and pick it up. I know everybody short staffed right. It's okay. "No, no, no, no Miss Kaufmann No. No. we'll have somebody come up right away and take care of that for you." And I said, "Thank you." So, 15-20 minutes later, there's a tap at the door. This is the truth. I do not exaggerate. I opened the door and there's a man standing there with an apron tied around his waist. And he's holding a plastic spray bottle with blue liquid in it and a towel.

Peter Margaritis

Okay.

Roxanne Kaufman

I said, "Oh, thank you. You're here to help me with some of the room things, the service of the room." He just shook his head. So, he came and then he starts looking around. And he said, "The glass is in the cups and stuff are right there. And he doesn't say a word. So, he walks over and he picks them all up and I think he's gonna walk out and you bring in fresh replacements. He goes into my bathroom. He starts washing the glassware and cups by hand with Windex or whatever it was in this bottle. Now, it's 5:30-6:00 o'clock at night, I'd have to go to a dinner. What do I do with this? This is weird, strange man wearing an apron with blue spray gel is washing dishes in my bath. I fall over laughing. This is so ridiculous. Or what? I certainly am not going in the bathroom after him. It's like that's too weird. So, he comes out with all the clean glassware and I said, "Thank you. Had I known you are going to wash the dishes. I would have been happy to do that myself. You really didn't need to do that." And he just shakes his head and he started to walk out and I said, "Excuse me. Do you have any coffee for the morning?" He props my door open, leaves it open. And he leaves for like another 10 minutes and then comes back. The spray bottle is not with him anymore. Nor is the towel. This is a good thing. He reaches in his apron pockets and he pulls out these pods for this like Keurig machine or whatever. And he starts putting them all in the drawers and everything. I said, "Thank you very much. It's good. I'm good. I got this is okay." And he left. I did write the, I did talk to the manager about this at the hotel. And they did refund some of the some of the room charges. It was just, I really? I mean that's I don't know if anybody has ever had that experience. I'd like them to send a note to your podcast and say, Yeah, I had that happen. I've never heard of such a thing before.

Peter Margaritis

I've never heard such a thing either!

Roxanne Kaufman

I went to dinner that night. My colleagues are all sitting around and I ordered a cocktail. We sat down and I said I just I have to vent this story. I don't know what to do with this. Oh, it was they were all on the floor. They were just falling out over this. They were laughing so hard. That's just bizarre.

Peter Margaritis

It must have been his first day and they said take go take to room 1412 clean glasses. He said, all he remembers is I need to go clean the glasses.

Roxanne Kaufman

I think that's right. I think that's right. So, anyway, that was just one of the most bizarre so thank you for giving me a few extra minutes to share that. That was just hilarious.

Peter Margaritis

Oh my god. What an end to the podcast.

Roxanne Kaufman

So, there you go. I had a dishwasher in my room.

Peter Margaritis

You can't even, you can't even make this stuff up.

Roxanne Kaufman

You can't make it up. Peter, you can't make this stuff up.

Peter Margaritis

Oh my god. Oh, my stomach's killing me.

Roxanne Kaufman

So, there you go.

Peter Margaritis

That has to be the all-time funniest travel story I think I've ever heard in my life.

Roxanne Kaufman

Yeah. Yeah. I know. Crazy.

Peter Margaritis

I hope for my audience who's listening that you're not, you're not driving while you're listening to this last story because if you are, I hope you pulled off the side of the road. You might have wrecked. Well, Roxanne, I can't I can't get that out of my head. I cannot unsee that.

Roxanne Kaufman

I know. I know.

Peter Margaritis

I can't thank you for taking time out of your day.

Roxanne Kaufman

It's my pleasure. Always, Peter. I always love these stories. I love sharing stories with you.

Peter Margaritis

Oh my god. That's, that's, that's priceless. Look forward to the next well, hopefully the next time we get you back on the podcast, we can find Brian somewhere. Brian Comerford

Roxanne Kaufman

Still, still on the milk carton.

Peter Margaritis

Yeah, and if you guys don't know what we're talking about that it's not so much of an inside joke. But on season six episode one, I was trying to get Brian, Roxanne, Nick and myself together because every time we do this it's an absolute blast. Well, we couldn't find Roxanne or Brian. And so, Nick had done a virtual background and put their portraits on milk carton bottles because we couldn't find them. You'd be in person. And using with Pete and Nick.

Roxanne Kaufman

Hilarious, It was so funny. Thank you, Peter.

Peter Margaritis

Oh, thank you and I look forward to the next time our paths cross.

Roxanne Kaufman

Yeah, me too. Thanks. Take good care safe. Travels uneventful travels to you.

Peter Margaritis

Yes safe, uneventful travels for you, too.

Roxanne Kaufman

Thank you very much.

Peter Margaritis

I'd like to thank Roxanne for sharing her travel stories, especially the one about her own inroom Glasswasher. That one is a classic. Remember, folks, there are people who prefer to say yes, and there are people who prefer to say no. Those who say yes are rewarded by the adventures they have and those who say no are rewarded by the safety they attain. Be a Yes person and thank you for listening.