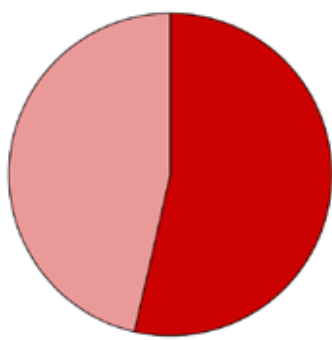


What's Your Opinion?

Do you think rude customers should be charged an additional service fee?

Out of 28 responses:
 Yes - 15
 No - 13



• Yes • No

Next Poll:

Finals Week!

What is your favorite study spot on campus?

Students can answer the poll on The Herald's Instagram page, [@astateherald](https://www.instagram.com/astateherald). Instagram polls are posted on Mondays. Previous poll results can be found on [astatetheherald.com](https://www.astatetheherald.com). Have an idea for a poll? Send your ideas to shayaansayed@astate.edu.

These and future articles can be found on the Opinion section of The Herald's website.

The solution to the raging war between servers and Karens

ERIC FLUKE
SPORTS EDITOR



Eric Fluke is a digital technology and design with an emphasis on game design major from Warsaw, Indiana.

As the face of the restaurant they represent, Front of House (FOH) servers are given some of the most vile treatment out of any customer service employee.

Despite only being the messenger of the rules from the higher-ups, they often face truly hellish conditions. They are subject to dancing like a jester for their customers, enduring blows to their self-esteem amid all kinds of humiliation, just to earn above minimum wage to provide for themselves.

As a server at Fuji Japanese Steakhouse here in Jonesboro, my tenure has been riddled with patrons who have shown a lack of basic human empathy and understanding of the processes behind a restaurant.

From getting cussed out by a group of middle-aged drunkards reverting to their high school years, to having ill-mannered



PHOTO COURTESY OF TAMYE MACHINA ON PINTEREST

A sign hung up by an establishment, informing patrons of a rude customer charge.

high schoolers make borderline sexually harassing comments towards me, my rage-filled responses get shoved down into the recesses of my thoughts until they can spill out onto my coworkers during a break from the chaos of the dining floor.

And what's the only thing that keeps a fake smile on my face while I serve food for these sorts of detestable people? Only the most valuable tangible item in any society: money.

While there are quite a few customers who leave me with a genuine grin on my face while serving them, I put on a facade to make sure I am being as presentable as possible to get a tip that does not subtract from my daily earnings after tip pooling.

At what point do customers need

punishment for their treatment of employees?

Servers are told over and over to stay professional and keep a mask up while their patrons continuously tear into them for any small mistake, even if they are not at fault. Why not find a way to deter people from acting out while dining at your establishment?

For the sake of the waiters and waitresses, along with the preservation of a safe dining environment, I propose that restaurants employ a fee on unruly customers.

While there needs to be certain restrictions and processes set up to make this work, such as a way to provide evidence of the offending interaction or what exactly constitutes the enforcement

of the fee, this idea would help to improve the morale of FOH staff in the restaurant industry. Additionally, a rude customer fee would act as an effective deterrent for anyone forgetting their manners.

Adding this sort of incentive for servers when dealing with wrongful treatment would provide more of a worthwhile reason to keep composure in these situations. If they suspect a customer will not tip, there is less motivation to maintain a positive outward appearance since there will likely be zero monetary payoff.

The fee would create an insurance for servers not to have to pay for someone else's lack of etiquette or restraint while they continue to stand stoically in the face of verbal abuse.

On the flip side, customers are less likely to act out when it means that there is more money being forced out of their pocket. Remaining calm when there is the possibility of a fee for harassment of an employee still gives the opportunity for the patron to voice their displeasure by stiffing if they genuinely have reason to believe the service was unacceptable.

This is not the end-all solution to the unfair and inhumane treatment of servers. Rather, a rude customer fee serves as one step forward in the push towards a change in how FOH restaurant staff are viewed.

Even if it's what you've been fed at every restaurant, maybe it's time that we realize the customer isn't always right.

No, artificial intelligence is not taking our jobs

SHAYAAN SAYEED
OPINION EDITOR



Shayaan Sayeed is a sophomore International Business major from Dhaka, Bangladesh.

Artificial intelligence is becoming a big problem in this day and age.

There have been times when I've sent funny or interesting videos, like goats standing on ledges, to my friends, only to be laughed at for falling for another AI-generated video.

Is that just a me problem, because my common sense does not work right? Maybe, but considering how quickly my friends correct me, it seems we are getting pretty good at spotting AI-generated videos.

Now, there is no denying that over the past few years, AI has really gotten out

of hand. Every time you open any social media app, it feels like every other video is AI-generated. To be honest, the drama between Strawberina and Bananino really has me hooked.

But that is just the social media side of things.

What about healthcare professionals, labourers or even writers? AI-generated writing is still very obvious; you can spot when someone has given ChatGPT a prompt and told it to churn out 500 words. It either lacks emotion and character or turns out too sappy and cliché.

AI's contribution to healthcare is also heavily debated. If you just think for a minute, it will quickly be disputed that no, AI will not and cannot replace healthcare workers. They cannot go out of their way to make executive decisions or risky, life-changing procedures; this is not the 2004 Will Smith movie.

Another thing is labourers, craftsmanship and creative artistry. These are things AI cannot replace because, as it goes with the writers, they simply don't have the emotion and personalized creativity.

Don't get me wrong, AI is very useful. It can help suggest improvements for existing ideas and projects. It can even

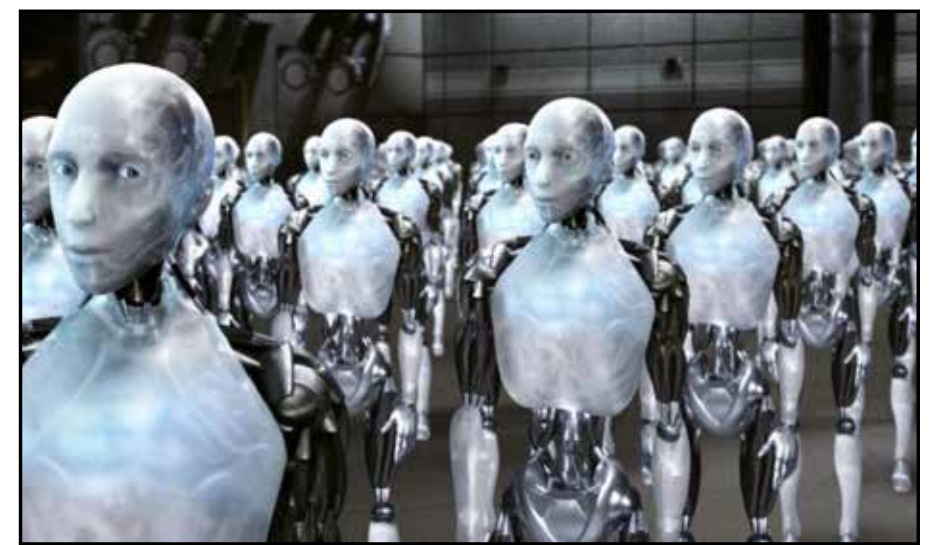


PHOTO COURTESY OF PLUGGEDIN.COM

A scene from the film, "I, Robot", a sci-fi action film where a technophobic cop investigates the murder of a scientist. This movie focuses on AI ethics, robot sentience and free will.

be used to generate ideas, and it does a decent job in answering questions. I have gone to ChatGPT many times and asked it to pick an option for me, because I lack the cognitive skill to make life decisions.

When used properly, it is a powerful tool; when abused, it falls apart. Naturally, when humans are given a tool to make life better, we will abuse it and try our best to credit ourselves in the process. It is important that we start detecting this

and making sure we know how to catch malpractices.

Until the world is fair and we figure out how to use AI without killing our planet, try being more cautious on what you share, what source you are crediting and maybe skip past the Fruit Love Island videos.

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The Herald welcomes comments, criticisms or ideas that its readership may have.

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