

## Heavenly Customer Service

**Dr. Florence Ross** is the **Customer** service representative for HEAVEN. A call comes through on the **Customer** service line.

**Customer:** Well, after much consideration, I've decided to install LOVE. Can you guide me through the process?

**Dr. Flo:** Yes, I believe I can help you. Are you ready to proceed?

**Customer:** I'm ready to install. What do I do first?

**Dr. Flo:** The first step is to open your HEART. Have you located your HEART?

**Customer:** Yes I have, but there are other programs running right now.

**Dr. Flo:** What programs do you have running?

**Customer:** I have PAST-HURT, LOW-SELF ESTEEM, GRUDGE and RESENTMENT running right now.

**Dr. Flo:** INSTALLING LOVE will gradually erase PAST-HURT from your operating system. PAST-HURT may remain in your permanent memory, but it will no longer disrupt other programs. LOVE will eventually overwrite LOW-SELF-ESTEEM with a module of HIGH-SELF-ESTEEM. However, you have to completely turn off GRUDGE and RESENTMENT. Those programs prevent LOVE from being properly installed.

**Customer:** I don't know how to turn them off. Can you tell me how?

**Dr. Flo:** My pleasure. Go to your Start menu and invoke FORGIVENESS. Do this as many times as necessary until GRUDGE and RESENTMENT have been completely erased.

**Customer:** Okay, done. LOVE has started installing itself automatically. Is that normal?

**Dr. Flo:** Yes. You should receive a message that says it will reinstall for the life of your HEART. Do you see that message?

**Customer:** Yes I do. Is it completely installed?

**Dr. Flo:** Not yet. Click the following files of FORGIVE-SELF, REALIZE-WORTH AND ACKNOWLEDGE LIMITATIONS and then copy them to your MY HEART directory. Delete SELF-CRITIC from all directories.

**Customer:** Ok. Hey! My HEART directory is filling up with new files! SMILE is displayed on my monitor right now and PEACE and CONTENTMENT are copying themselves all over MY

HEART! **Dr. Flo:** Sounds like LOVE is installed and running. You should be able to handle it from here. Oh, one more thing...

**Customer:** Yes.

**Dr. Flo:** LOVE is freeware. Be sure to give it and its various modules to everyone you meet.

**Customer:** Thanks for your help. By the way, what's your name?

**Dr. Flo:** I am **Dr. Florence**, messenger of the Divine Cardiologist, also known as the Great Physician. Most people feel all they need is an annual checkup, but if you run LOVE daily, your machine will keep humming all-year round -- and for life!