

**Categories:** Amanda

## Portraits gone wrong

Today I took the girls to get Christmas Holiday portraits done. Our appointment was at 3:00pm at JCPenney's Photography studio. It took me over 2 hours to get the girls ready...hair up in pin curls and dressed in their beautiful Christmas dresses with tights and new dressy shoes.

I made this appointment almost 2 weeks ago and the photographers have called me twice this week to verify we wanted the Christmas Holiday background and to confirm our appointment. I reserved an hour appointment for photography.

We arrive and the photographer said she wasn't ready for us. She did not have the background put together yet and could I please turn their TV on and play a Disney movie for the girls while she sets up the studio. So I did that. She asked if I could come help her put the background together. She had no idea how it was supposed to be put together. So I helped as best as I could. In the meantime, my girls have been intently watching the Disney movie for over 20 minutes.

We finished doing the background and then I had to get the girls unglued from the TV. That was difficult. Of course they didn't want to go get pictures now because I interrupted them watching their Disney movie.

Needless to say, the girls didn't cooperate with the photo shoot. It went horrible. Not one good shot!! Everyone was crying and protesting. I was frustrated. The photographer didn't know what to do, so she pulled out a baby rattle to try to appease them. Ummm, a baby rattle? Give me a break!! She didn't know how to position the girls and asked me to give her some ideas. I was not impressed and very annoyed.

I cut the photo shoot short and told her this was going really bad. We didn't get one good shot. I packed up the girls and headed out. The photographer took me to the register and offered me a free photo sheet and apologized saying that she wasn't ready for us. I told her I was frustrated because it took me over 2 hours to get the girls ready and now I would have to reschedule and do it all over again. I asked to speak to her manager. Then the bomb drop...she said she was the manager!! My mouth hung open in disbelief. Not good at all.

When I got home, I called the manager at JCPenney's and she had the district manager of photography call me. I spoke to Nicole Medina and she apologized for the whole experience. She said the photographer was very good and had 3 years experience being a photographer for JCPenney's and that she became manager of photography for our JCPenney's just a couple of weeks ago. She offered me a few free photo sheets.

I had to reschedule our photo shoot for this Saturday. We will also do a family portrait also. Hopefully it will go much better than today...

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