

LETTERS

To the Editor

Mary Wilkins Finds Many Things to Like in *Alive!*

Hello Club friends. This is Mary again, or Ms. Wilkins to you single, handsome retirees out there. I must admit, each month I eagerly anticipate the arrival of my *Alive!* The first section I seek out is the retirement and death section. I like to view the retirements to see what new friends are joining me in the world of adventure and freedom. I view the death section to make sure my name isn't listed; I mean how else am I supposed to know that I'm really still alive! Now, now, now, you mustn't think me crazy, I'm just having a little fun.

Now the third section I race to is Ms. Rudd's "History Comes Alive" column. I especially enjoyed last month's story about the history of zoning in Los Angeles. And I found the historical tidbits regarding the Chinese laundries very, very intriguing.

Keep up the wonderful work and I hope one day that I will be privileged enough to meet Hynda Rudd. All my best

— **Mary Wilkins, "retired and a happy Club member"**

Retiree Answer Becomes His Laugh of the Month

Hi folks, you know, I couldn't stop laughing when I read Jill Ball's response to the "Retiree Question of the Month" in the March *Alive!*; she must be a former comedian. I'm laughing right now just thinking about her response. Thanks for the fun!

— **Samuel Hastings III, Public Works**

Dept. Month Feature's Nearly As Impressive as Actual Dept.

I am so proud of our Port Police. Thank you for doing such a nice job of highlighting them in last month's newspaper. What an incredible group of men and women. All the best.

— **Maurice Stanton, Rec and Parks.**

He Knows About Channel 35 Because of Tuned In Column

Thank you for telling us about the City's cable channel. I never knew it existed!

— **Manuel Arista, Club Member**

CEO John Hawkins Isn't Alone Spotting Customer Service Robots

Editor's note: In his column last month, CEO John Hawkins lamented the experiences he's had with bad "robotic" customer service. He's not alone! Here are some other "robot sightings." And remember, the Club always insists on doing things with a personal touch!— Ed.

It was so funny. I was reading John's column the other day and had just had a conversation with my children about how customer service used to be. Of course they laughed because they don't understand.

When we go shopping for shoes, we go to the Warehouse Shoe Sale or Skechers Store. They have shoes that the customers just pick their size themselves and try them on. If they fit, they are yours (after you pay for them of course). But I remember when there was a person in the store that would ask what size you wore, go in the back, and heaven forbid assist you with trying them on. Now getting a nice 'Good Morning' is too much work, let alone them helping with a pair of shoes. And when you need assistance you have to go to them behind the counter and ask if these shoes are in the back in your size or is this all you have. It is really getting ridiculous, but that is the year of 2006 for you.

— **Tasha Muldrew, LAFD**

I appreciated and enjoyed your insight into Customer Robots and was reminded of an incident that happened not too long ago. I was servicing my car and needed to get an oil filter. So I went into one of the auto part chains (I won't say which, but it rhymes with "say again.") The way the store is set up, the entrance is right by the cash register. It was slow at that time, so I guess the cashier stepped away from her register and took up post as a greeter. Before I even got through the turnstile, she greeted me and said "Hello, are you finding everything okay?" I had to comment, "Actually, I'm just walking in. I haven't even started looking yet." She apologized realizing that she wasn't behind her register where she issues rhetorical question #6, "Did you find everything okay?" as she rings up a sale. She did point me to the oil filters.

— **Rodney Bernaldo, Public Works**

I have one for you!

I went to K-Mart in North Hollywood yesterday, and before you exit, there is a gal there who halfway checks your bags and puts a check mark on the receipt. Then, with one of the most grating voices I have ever heard, says, "Thank you for shopping at K-mart". At first thought, that's nice, but it is so mechanical and no personality at all and the grating voice. I rather leave the store in silence!

— **Gail Seltzer, DWP**

WRITE TO US TODAY!

Send your letters by email to talkback@cityemployeesclub.com or conventionally:

The Club
World Trade Center
350 S. Figueroa St., Suite 700
Los Angeles, CA 90071

Corrections



In March's Safe Harbor story on page 23, the bottom right photo was misidentified. In the photo is Rosario Ferrara, Sr. Lead Officer, 3.5 years. Our apologies to Rosario.

In a story on page 28 of the March issue of *Alive!*, we listed the wrong job title for Mary Fletcher. She was a Personnel Director III.

Alive! regrets the error and wishes Mary a wonderful and prosperous retirement.

Also, in last month's *History Comes Alive!* column, the guest author misstated the name of an organization. The correct name is, the Center for Research on Crime and Social Control.

Alive! regrets the error.

In the LAPD Adopt-a-Family story on page 31 of the March issue, the photographer was misidentified. The photos were taken by Senior PSR I Cathy Sotos, Club Member. Thanks, Cathy, for the photographs, and the Club apologizes for not giving you proper credit.

QUESTION

of the Month

Our Club Counselors are all over the City, every day, serving our Club Members. While we're out, we'll be asking City employees a fun question. Keep your eyes open... you never know when we'll be asking you what you think!

"What's your favorite part of a baseball game?"



"The look on my kids' faces when I give them their Dodger dogs."

— **Firefighter William Barnes, 6.5 years**



"Hanging out with my family."

— **Firefighter Nicolas Avila, 5 years**



"I like it when it comes down to the pennant race, and I still like the Dodger dogs."

— **Firefighter Doug Lewis, 5 years**



"It's America's pastime. I love the tradition and seeing families come out together."

— **Trenton Whetstone, Public Safety Officer, Club Member**



"The presence of the fans and the concession food."

— **Michael L. Johnson, Sr. Lead Officer, GSD, Club Member**



"My favorite team is the Red Sox. I love the relaxing competition of the game."

— **Darryl Ryan, Major's Press Deputy**



"The best part of a baseball game is watching home runs."

— **Dorothy Chrisman**



"When players get into brawls!"

— **Brad Henrickson**



"Getting a giveaway before a major league game starts."

— **Becky Turner**



"Catching a foul ball...with your bare hands!"

— **Mike Scott**