

HAGAR THE HORRIBLE by Dick Browne



THE PHANTOM by Lee Falk & By Barry



BLONDIE by Dean Young & Stan Drake



ON THE FASTTRACK by Bill Holtzrock



U.S. ACRES by Jim Davis



SNAFU by Bruce Beattie



CAPTAIN EASY by Crooks & Casale



ARLO AND JANIS by Jimmy Johnson



ALLEY OOP by Dave Graue



THE BORN LOSER by Art Sansom



FRANK AND ERNEST by Bob Thaves



WINTHROP by Dick Cavalli



BRIDGE

Bridge section containing a card game layout and text by James Jacoby discussing a double trick.

PEANUTS by Charles M. Schulz



NOBODY!



NOBODY!



NOBODY!



NOBODY!



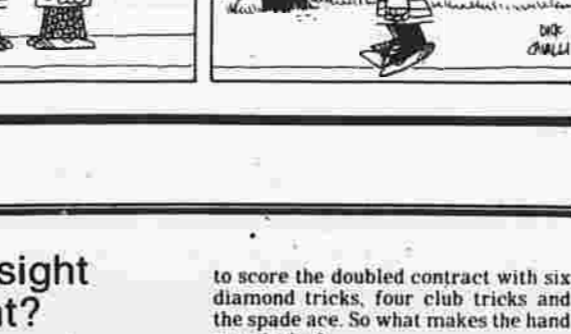
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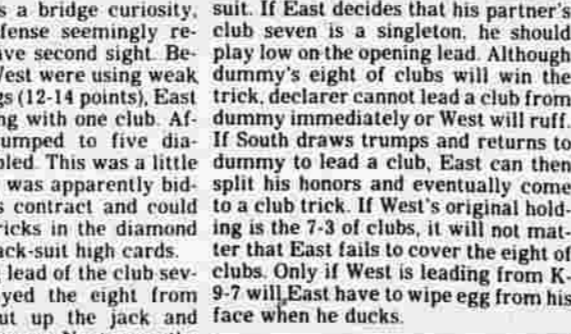
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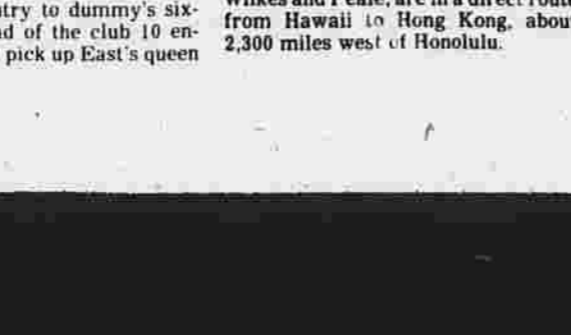
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NOBODY!



NOBODY!



BUSINESS

Business In Brief

Noble named assistant treasurer
HARTFORD — Beverly Noble of the Manchester office of the Connecticut Bank and Trust Co. has been elected assistant treasurer.

Irish partner in accounting firm

The Manchester public accounting firm of O'Neal & Walsh has announced the admission of Barbara Roth Irish, C.P.A., to partnership.

Unemployment rate holds steady

WASHINGTON — About a third of a million new jobs were created last month to keep up with a growing labor force and maintain unemployment at 7 percent.

St. Petersburg daily out of business

ST. PETERSBURG, Fla. — The St. Petersburg Evening Independent, an afternoon daily given away free when the sun failed to shine, bid farewell to its readers Friday after a 78-year publication.

Plant closings poor signal of bad times

By John Cuniff
The Associated Press
NEW YORK — What better symbolizes bad times than the sight of unhappy workers leaving an idled industrial plant in the Midwest?

Don't switch to preferred stock

QUESTION: I own 2,880 shares of common stock on which dividends no longer are being paid. I am considering selling 1,440 shares of that stock and buying 1,440 shares of preferred stock in the same company.

Investors' Guide

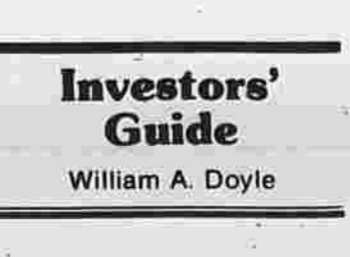
William A. Doyle
The major exceptions are "participating" and "variable rate" preferreds, whose dividends can move up and down.

Canada imposes corn duty

TORONTO (AP) — Canada slapped a duty of \$1.05 a bushel on imports of American feed corn today because of what the government alleged are unfair U.S. farm subsidies.

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William A. Doyle

ANSWER: Probably not. I'd caution against that move. With a \$10 market price and a \$2.88 dividend, that preferred stock pays \$2.88 per share annual dividends and is trading around \$10.

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higher earnings and increased dividends. Will the obligation to pay off the missed dividends still hold?
ANSWER: Actually, the company has no obligation to pay off the "arrear" on preferred dividends. If it stays in business and never pays another common dividend, it won't have to pay any dividend on the preferred.

WE DELIVER

If you haven't received your Manchester Herald by 5:30 p.m. weekdays or 9 a.m. Saturdays, please call your carrier. If you're unable to reach your carrier, call subscriber service, 647-8646, by 6:30 p.m. weekdays or 10 a.m. Saturdays for guaranteed delivery.

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Major Credit Cards Accepted and Convenient Charge Plans Available
Or Lay-a-Way That Special Gift Today Mail Orders Invited.

Puzzles

ACROSS
9 Jer cover
10 Actress Lansbury
17 The "Cometh"
18 Show plainly
19 Roman bronze
20 Uncle
21 Slippery
22 Come all faithful
24 Venetian blind
25 Paper quantity
27 Ace
30 Cashew, e.g.
32 Little child
33 Relative
34 Yale man
35 Usual
38 Impediment
41 Roman poet
42 Army duty (abbr.)
44 Cultivate
45 Cow genus
47 Expire
48 Actor's hint
49 Wild donkey
52 Ange
53 Motor
56 Kind of gas
57 Teeter-totter
58 Rapid
DOWN
1 Unearthly
2 Volcanic cavity
3 Pierce
4 Gratuity
5 Unit
6 Donkey
7 Saurian
8 106, Roman

Answer to Previous Puzzle
PREVIOUS PUZZLE
ACROSS
1 GENUS OF ANTS
2 VOLCANIC CAVITY
3 PIERCE
4 GRATUITY
5 UNIT
6 DONKEY
7 SAURIAN
8 106, ROMAN
9 JER COVER
10 ACTRESS LANSBURY
11 THE "COMETH"
12 CHANGE THE POSITION OF
13 ROMAN BRONZE
14 PULLED (SL)
15 RAISED PLACES
16 TAKE OFF SKIN
17 THE "COMETH"
18 SHOW PLAINLY
19 ROMAN BRONZE
20 UNCLE
21 SLIPPERY
22 COME ALL FAITHFUL
23 PAPER QUANTITY
24 VENETIAN BLIND
25 PAPER QUANTITY
26 ALEKA GLACIER
27 ACE
28 INHABITANT OF (SUIT)
29 LIPS (FR.)
30 CASHEW, E.G.
31 POWERFUL EXPLOSIVE (ABBR.)
32 LITTLE CHILD
33 RELATIVE
34 YALE MAN
35 USUAL
36 KIND OF GAS
37 IMPEDIMENT
38 ROMAN POET
39 ARMY DUTY (ABBR.)
40 CULTIVATE
41 ROMAN POET
42 ARMY DUTY (ABBR.)
43 TAKES OFF SKIN
44 CULTIVATE
45 COW GENUS
46 KIND OF GAS
47 EXPIRE
48 ACTOR'S HINT
49 WILD DONKEY
50 ANGEL
51 MOTOR
52 ANGEL
53 MOTOR
54 HORNS
55 MOTOR
56 KIND OF GAS
57 TEETER-TOTTER
58 RAPID
59 106, ROMAN

Astrograph

Your Birthday
Nov. 9, 1986
SCORPIO (Oct. 24-Nov. 22) You have a lot about you today that is both charming and magnetic. These attributes will attract others to you when you're out in public.

CELEBRITY CIPHER
Celebrity Cipher cryptograms are created from quotations by famous people, past and present. Each letter in the cipher stands for another. Today's clue is equate K.
By CONNIE WIENER
**WKU IXK UAGGO. ... TDHGUQ.
HKFGWGP IGK FBDK. LFV LXFBEOP'K KFG
HGDWTHU ABEWET EWNG 'SWTYTGG
DHTGUQ? — IDGI EQJXP.
PREVIOUS SOLUTION: "I don't like the term 'sitcom.' It sounds like something you get meatballs out of." — Ellen Burstyn.

Supermarket Shopper

Teacher gets satisfaction from helping students save

Clip 'n' file refunds

Miscellaneous Food Products (File No. 8) Clip out this file and keep it with similar cash-off coupons...

These offers require refund forms. Receive a coupon good for either a free 12-ounce bottle of Aunt Jemima Frozen Waffles...

LIGHT 'N' FLUFFY VELVETA, CAMPBELL'S Free 'Cooking with Soup' Cookbook Offer. Receive a free copy of Campbell's versatile cookbook...

HEALTH VALLEY 81 Refund Offer. Send the required refund form and four box tops or labels from any Health Valley products...

KRETSCHMER Free Yogurt Offer. Receive a coupon for up to \$1 on your favorite yogurt. Send the required refund form...

MARIE'S PEPPERIDGE Free Lettuce Offer. Receive a coupon good for a free head of lettuce (maximum value \$1)...

By Marlin Sloane United Features Syndicate

DEAR MARTIN: I have been a coupon clipper and a refund for years and have raised eight children...

Recently, one of our students, who is working toward a high school equivalency certificate mentioned that she is planning to enroll in a typing course...

I told her I would help her with some of the proofs of purchase if she would learn how to search for manufacturers' refunds...

DEAR BETTY: My compliments to both teacher and pupil.

DEAR MARTIN: Need a good laugh? I am enclosing one of the "Sorry" cards that we often find on the supermarket shelves...

Think of the money they wasted in printing up these notices. Why can't we set up a special service for manufacturers where a committee of consumers could check refund forms and cardboard for mistakes?

DEAR BEVERLY: Thanks for the cardboard - and a good laugh. It reminds me of the many refund offers that expire on Nov. 31...

The Smart Shopper Award goes to Joyce Jezewski of Boden, Pa. On a recent shopping trip, I purchased the new 64-ounce plastic bottle of Heinz ketchup...



Miss United States, Haile Berry, wears what she claims to be her national costume at a Variety Club of Great Britain luncheon Friday in London.

While Victoria finally succumbed in 1901 after 64 years on the throne, Holmes remains alive in the dozens of pastiches, or stories, featuring Doyle's cast of characters...

Disabling get a hand from dog companions. By Andrew J. Burgess The Associated Press. groceries from a store shelf (and then paying for them at the checkout)...

STATE COLLEGE, Pa. - The sign on the dog shack says "Please don't pet me. I am working." For Kimberly Ford of Boalsburg, Centre County, the sign is a necessity...

Holmes' 'how to' revealed

By Joe Hoberstroph The Associated Press

COLUMBIA, Mo. - "I can write this stuff," Gilbert Youmans told himself two years ago as he surveyed one of his daughter's mystery books.

And so he did. Youmans, an English professor at the University of Missouri-Columbia, published a Sherlock Holmes short story last winter in Ellery Queen Mystery Magazine. Now he's working on a Holmes novel.

The 42-year-old professor's fascination with the Holmes genre is hardly elementary, but it is fitting. A linguistics scholar devoted to sophisticated theorizing of fiction and its underlying structures...

Accordingly, Youmans is setting his "Twilight for Victoria" in that late 19th-century era and has written into the story two figures of the age - Jack the Ripper and Victoria herself.

Like other Holmes novelists, Youmans had to gain permission to publish his work from Dame Jean Peters, the publisher of the series.

Blau adds that the toughest stumbling block for would-be Doyle is that so many of them are Americans and too often insensitive to Holmes' decidedly British environment, with its verbal expressions and mannerisms.

One clue to the series' success, Youmans says, is the detail - idiosyncratic bits of furniture, objects attached to Holmes and his world: the deerstalker hat; the ever-present magnifying glass; 221 B Baker Street.

Improving memory is hard work

BINGHAMTON, N.Y. (AP) - "Quick-fix" remedies advertised in the popular press will do nothing to improve your memory, says a psychology professor at the State University of New York at Binghamton.

"It takes hard work to acquire a good memory," says David G. Payne, who teaches workshops in strategies and techniques for effective memory improvement.

Most memory aids, Payne says, are based on the simple theory that forgetting is simply the inability to call back information from the brain's storage bin because we lack the necessary cues.

CLASSIFIED ADVERTISING 643-2711

01 LOST AND FOUND: Last-small sized fawn colored, short haired older female dog. Answers to "Jenny". Call 646-0600 or 647-3900.

02 PERSONALS: HAPPY 9th BIRTHDAY To our precious granddaughter ERICA. Love, Grandma & Grandpa Fike

03 BUSINESS OPPORTUNITIES: Must Sell-T-Shirt, locket and CD printing equipment. Call 646-0600 or 647-3900.

01 HELP WANTED: Immediate opening in South Gloucester for self-motivated, energetic individual as church secretary. Must be experienced in church secretarial work.

01 HELP WANTED: Clerical Help Needed: Housewife hours, 10 to 2. Apply: Savings Bank of Manchester, 923 Main Street, Manchester, 646-1700, ext. 26. EOE.

01 HELP WANTED: Part time office clerk for telemarketing room. Must be a pleasant telephone personality and good math aptitude. Call 646-9224.

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01 HELP WANTED: SOCIAL WORKER: We are a progressive multi-level nursing home specializing in rehabilitation and we are seeking to expand our Social Service Department.

01 HELP WANTED: Part time help wanted. Part time and full time positions. Mature adult, high school students, All shifts. Mr. Donut, 646-9277.

CLASSIFIED ADVERTISING 643-2711. Notices: Last/Found 01, Personal 02, Announcements 03, Auctions 04, Financial 05.

Entertainment 53, Bookkeeping/Income Tax 54, Carentry/Remodeling 55, Painting/Papering 56, Roofing/Siding 57, Electrical 58, Heating/Plumbing 59, Miscellaneous Services 60, Services Wanted 62.

21 HOMES FOR SALE: Three bedroom, 5 room Ranch in super shape! Updated electrical, plumbing etc. Don't miss this beautiful \$101,900. Strano Real Estate Co. 647-2622.

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ll delight the

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ch; pants, 1

\$2.50 for each

Weekend Plus

**One vet
remembers**

... page 6



Kids' fun in the old days ... page 4
You can complain and get results ... page 18
Sondra Stave visits Gilda's ... page 23

Manchester Herald

Saturday, Nov. 8, 1986

The story behind the story

By Josie



Timothy Dalton

Q. I've admired Timothy Dalton ever since I saw him in "The Lion in Winter." He never receives any publicity, however. Could you tell me about him? Kelly Anne, Plainsboro, N.J.
A. He's 40, from Colwyn Bay, North Wales, but he spent part of his youth in London acting with the National Youth Theater. While in his late teens, he made his professional debut in the classic "Coriolanus" at London's Queens Theater, and then studied for two years at that city's prestigious Royal Academy of Dramatic Arts.

Like many RADA graduates, he then went into the repertory system, in his case in Birmingham, to stretch his mastery of different roles. Shortly afterward, he got the role that you noticed, that of King Philip of France in "The Lion in Winter." (One of the film's stars, Peter O'Toole, suggested him for it.) Several years after that, he starred in the remake of "Wuthering Heights," "Mary, Queen of Scots," "Agatha" and two dubious ventures, "Flash Gordon" and Mae West's "Sextette."

His TV appearances have also run the gamut from the classic "Jane Eyre" to "The Master of Ballantrae," "Centennial" and "Sins" with Joan Collins.

His recent movie outings are also pretty varied, from the grim "The Doctor and the Devils" to the new, cartoonish "Brenda Starr" with Brooke Shields. His next film, which started shooting in September, is also quite a departure and one that will undoubtedly guarantee him loads of publicity. As you may well know, he's the new James Bond, having edged out the "Remington Steele"-bound Pierce Brosnan, and is in production with his first Bond feature, "The Living Daylights." Others are set to follow.

He's been involved in a tumultuous decade-long relationship with Vanessa Redgrave. They do not, reportedly, talk much about politics.

Q. Could you tell me if Mikhail Baryshnikov is married or has a girlfriend? Also, I heard a rumor that he's going to leave the American Ballet Theater. Is that true? B.K., Walker, La.
A. He isn't married; he does have a girlfriend, a model, but since his romantic situations have been known to change suddenly, this may or may not still be current by the time you read this column. As for his leaving ABT, he has no plans to do that at the moment.

He is, like the others, on hiatus from the company at the moment, though, and is using it to make a new movie, "Giselle," co-starring ABT's Leslie Browne (his romantic interest in "The Turning Point"). This one is being shot in Italy, it's a love story set against the production of the ballet "Giselle" and it's tentatively set for release next summer.

In his off-hours, he's also been busy in the garment trade — his first line of bodywear is due out in stores next spring.



Mikhail Baryshnikov

Anything you'd like to know about prominent personalities? Write to Josie, Between the Lines, King Features Syndicate, 239 E. 45th St., New York, N.Y. 10017.



Mike Douglas

Q. I've always been a fan of Mike Douglas and I miss his TV show. Is he currently doing anything? Barbara Toreso, Upland, Calif.

A. According to his agent, he's negotiating for another TV show, which, according to the formats being discussed, will be either a talk show or a game show. As we go to press, no deals have been signed.

Q. Edward Woodward of "The Equalizer" has been one of my favorite actors for years but I don't know much about him. Could you tell me a little bit about him and whether the show will be on all this season? Teresa Mermer, Lancaster, Ohio

A. He's 56, from Croyden, England, a former aspiring journalist who, at 16, won a scholarship to the Royal Academy of Dramatic Arts. During that experience, he not surprisingly decided to become an actor instead. He stayed a year before going off into repertory and slowly building a reputation as one of the finest, most flexible actors in England.

Most of his dramatic performances have been seen here, in films such as "Becket," "Young Winston," "King David" and notably, "Breaker Morant," and in TV productions such as "Winston Churchill: The Wilderness Years" and "A Christmas Carol" starring George C. Scott.

What audiences here haven't seen, however (with the exception of a few Broadway audiences for the musical "High Spirits" in the 1960s), are his musical talents. He's recorded several albums in England and starred in his own variety specials on TV.

Regarding his current stint on TV over here: "The Equalizer" has a 13-episode commitment from CBS for this season, but there are no guarantees of anything in prime time, especially in the case of this show. The planned cross-pollination between "The Equalizer" and "Magnum P.I." on several episodes should raise the ratings of both, at least for awhile.

He and second wife Michelle have a 3-year-old daughter. He has a grown son from his first marriage.

Q. I know you recently did a feature of Val Kilmer but I must know something else. What is he doing now and will he be in the Iowa area anytime soon? Heather Bolwar, Blue Grass, Iowa
A. Right now, his plans seems to call more for Paris than for Iowa. He's co-starring with George C. Scott and Rebecca de Mornay in "Murders in the Rue Morgue," being filmed in that city. It's due to air on CBS later this season.

Q. Please tell me a few things about Boris Becker, like how tall he is and where he lives. Also, I'm curious about his social life. Angie Lopez, Baton Rouge, La.

A. The 19-year-old is 6'2" from Leimen, West Germany, but despite his superhero status in his homeland, he lives in Monte Carlo, a tax haven, to shield his growing earnings. (Newest source of major earnings away from tennis: an endorsement deal with Coke.) His social life is very active, as one might expect.

Weekend Plus Magazine

Saturday, Nov. 8, 1986



2 Between the Lines: The story behind the story, by Josie.

4 Outlook: Kids knew how to make their own fun in the old days.

5 Profiles: Manchester's Alan Cashman.

6 Cover Story: Tony Dore is a Vietnam vet who counts himself lucky.

9 Weekend Television: Program schedules, features and puzzles, through page 16.

12 At the Movies: "Peggy Sue Got Married" ... "Spring Moon" ... Film capsules.

13 Music: Cardenas sets drum record ... Turntable tips.

17 Sexuality: Some medicines can affect the effectiveness of the Pill.

18 Trends: Make your voice heard when you complain.

20 Beauty: Men are looking slicker these days with the return of pomades.

21 The Curious Shopper: The gluten content in grains is a problem for some.

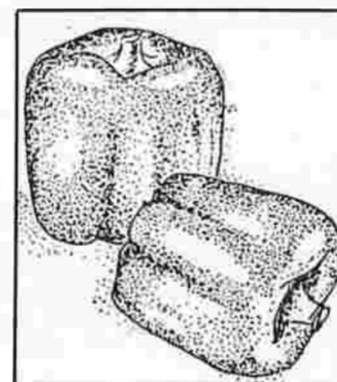
22 Dining In: Peppers win the vitamin C contest.

23 Dining Out: Sondra Stave visits Gilda's in Manchester.

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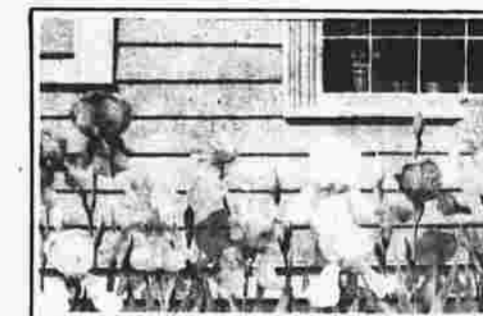
Weekend Plus Magazine: A weekly supplement to the Manchester Herald, published Saturdays by the Manchester Publishing Co., 16 Brainard Place, Manchester, Conn. 06040.

Penny M. Sieffert, Publisher
 Adele Angie, Weekend Plus Editor

Editorial services by King Features Syndicate, 235 E. 45th St., New York, N.Y. 10017.

Do you have any questions or comments about Weekend Plus Magazine? We'd like to hear from you. Please address your letters to: Weekend Plus Magazine, P.O. Box 591, Manchester, Conn. 06040.

Today's cover photo is by Reginald Pinto of the Herald.



Little Wholes in Your Home

Arriving at a conception of the whole is begun by framing many of its smaller components — little wholes themselves.

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Having fun was simple back then

It didn't take lots of money, planning or a car pool

By Susan Wojdechowski

Do kids jump off porch steps anymore? When I was young, that was one of the stock ways to have fun. Having fun was simple back then. It didn't take a pocketful of money or a month's worth of planning or a car pool. Fun just happened.

Like jumping off porch steps. You'd be sitting around after school wishing you had a TV so you could watch "Howdy Doody," and one of your friends would come to the side door calling, "SUE-zeh-en." (It was the eleventh commandment that kids should never ring the doorbell. They came to the side door and called out your name in three syllables, no matter how many syllables your name had. My older sister was "CARE-uh-uhl" and my younger sister was "JEE-ee-ee.")

You'd come to the door and your friend would say, "Hey, let's go jump off the steps." So you'd go outside and climb up to the highest step you dared, then hold your breath and leap, hoping like heck you'd clear the steps below. It went on like that — climb, jump, climb, jump — till your mom called you in to eat or the bottoms of your feet started to burn, whichever came first.

Once in a while you'd go one step too high and get the wind knocked out of you when you fell. Then your mom would be forced to yell out the door, "What are you trying to do, break your neck?" But to my knowledge no one ever broke a neck jumping off porch steps.

Philip, across the street, came close, though. He had mastered the top step and decided that leaping from the porch railing would mark his finest hour. He perched himself on the narrow railing and waited for a crowd to gather. (After all, one's finest hour should not be experienced alone.) "You'll break your neck!" we all yelled. "Your mom'll kill you," we warned.

But Philip flexed his knees and sailed over the hydrangea bushes below. Instead of his neck, he broke his arm. And his mom didn't kill him. The next September, though, he went off to military school. The rest of us went back to having fun. Climb, jump, climb, jump.

In the evenings we'd strap on our roller skates. Not those fancy-shmancy skates that cost

\$50 and have pompons on the fronts, but your basic one-size-fits-all, dull-metal skates that rusted if you left them out and it rained.

There were two schools of roller skaters: the "Gusto" group and the "Safety First" group. My older sister was a Gusto skater. She'd slap on her skates in three seconds and fly off, her braids standing straight out behind her. Just as she was about to reach Mach 1 speed, the front of one skate would inevitably come loose, and she'd end up with torn pants, a skinned knee and mom yelling, "What are you trying to do, break your neck?" But, what the heck, you only go around once.

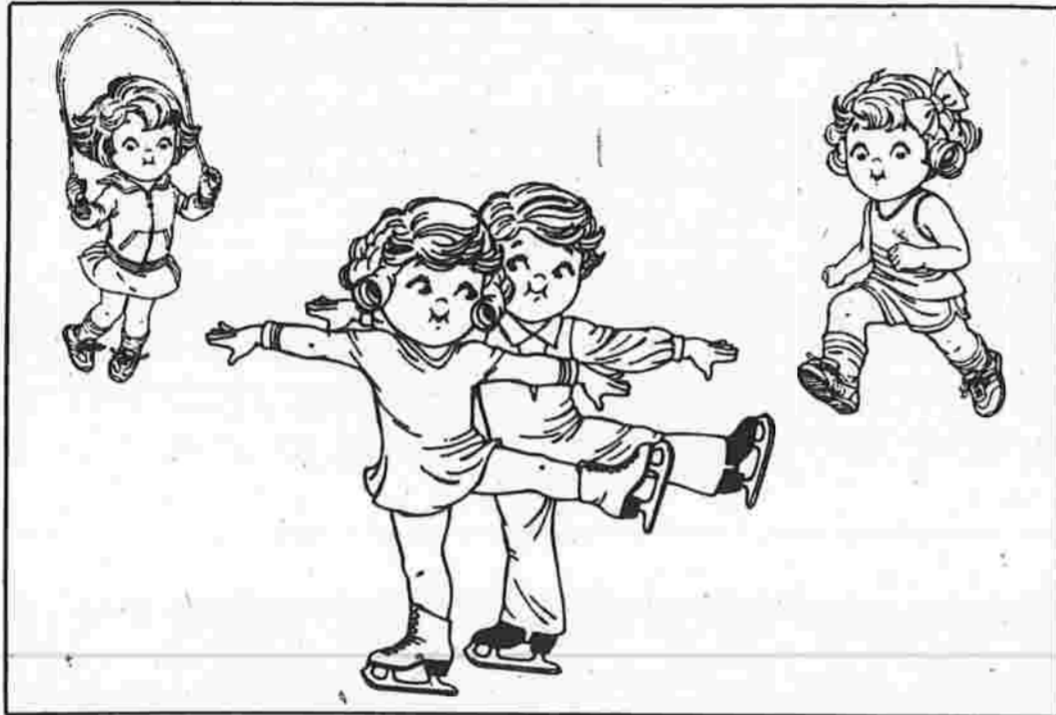
I was a Safety First skater. I'd check out the sidewalks first for pebbles or twigs that might be lying in wait to trip me. Then I'd drag out my shoes with the two-inch lip around the sole and clamp the skates so tight my fingers would turn purple from pressing on the skate key. Off I'd go, clickety-clickety-click, only to stop every 30 seconds to give another quarter turn on the key. By the time I'd gotten a few houses down, it was time to come in. My hair never blew in the wind and I stopped to walk over every crack in the sidewalk, but I thought I was having fun, so I guess I actually was.

The supreme act of fun in my neighborhood was "touching Felix's car." Felix was the neighborhood bum. He spent all his time walking up and down Hudson Avenue in a greasy tweed, ankle-length overcoat, summer and winter. He carried a peck tomato basket over one arm and a cane over the other. I don't know what the basket was for, but the main purpose of the cane was to swat at any kid who happened to pass him on the street.

On warm evenings if things started to get dull, one of us kids would dare another to go to the back of the Amoco gas station lot and rap on the hood of the abandoned car that Felix called home.

It always took a double dare, a triple dare and finally, the ultimate, an "up-to-the-end-of-the-counting" dare before one of us would reluctantly attempt the awful task. None of us succeeded. Halfway across the lot we would hear "something" and come high-tailing it back to the safety of the streetlight on the corner.

Let me say that we never



intended any disrespect to this man whom fate had dealt a low hand. We accepted Felix as he was, without giving it much thought; in fact, at times we envied him his position of notoriety. Touching Felix's car had nothing whatsoever to do with the dignity of the man. It was simply something to do when there was nothing to do.

One day Joey said he had gone up to the car when none of us was around and had seen a refrigerator inside. "Joey, you're a big, fat liar," we accused. "Where would he plug a refrigerator?"

"In the cigarette lighter," Joey shot back, smug as could be. We were more determined than ever to get within rapping distance of that car. No one ever did have the courage. But I still think Joey is a big, fat liar.

We were all chicken hearts, through and through. We'd spend hours convincing ourselves that we had the courage to do brazen acts, like peeking our Catholic eyes into the synagogue a few blocks away, just to satisfy our childish curiosity. But in the end, we decided the God of Catholics would condemn us to the bowels of hell if we did.

We also almost convinced ourselves that we had the courage to walk into Marie's Soda Shoppe, considered to be the turf of the neighborhood "hoods." What do they think they do, own the place?" we'd

complain to each other. "Yeah, we have just as much right there as they do," we'd announce, a little louder than was necessary.

And we'd set out, determined to walk past the tough gang in their tight jeans; walk past the clouds of cigarette smoke that swirled around their slicked-back hair; walk past their sneers and snide remarks; and sit down to order a round of cherry Cokes. That deliciously dangerous deed, too, went undone. At the last moment, we'd duck around the corner, detour our path and head for the soda shop frequently by all the other chicken hearts.

What fun it was planning the awesome feats we'd undertake tomorrow! But for today, we'd end up at the library skimming the shelves for any new Beany Malone or Betsy books. The only excitement the library ever held was the time one of the "hoods," Gary, doused his hand with lighter fluid and set it on fire in the main reading room. He was banished forever. It didn't matter, though. We doubted whether he could read, anyway.

At the end of an evening we'd take turns walking each other partway home. When I finally got to my back yard, I'd climb up the steeply angled storm cellar doors, hop onto the sheet-metal roof of the storage shed, which advertised Nehi Beverages in faint, rusted letters, and lie there for the last few minutes of the day looking up at

the stars.

Under the quiet peace of the night sky, I'd let my mind drift back over the day and wander for a while into tomorrow. I'd think about how tomorrow I might just try jumping off the next higher step. Or maybe I'd actually touch Felix's car. Maybe.

It wasn't important, though. Lying there on the cold metal roof, in the stillness, all was well with the world. Life was good. Life was simple. Life was fun.

Finally Mom would stick her head out the door to call me in for bed. "What are you doing climbing up on that roof, trying to break your neck?"

Alan Cashman

Address 190 Ralph Road
Born May 20, 1947
Occupation clothing buyer and salesman and real estate salesman

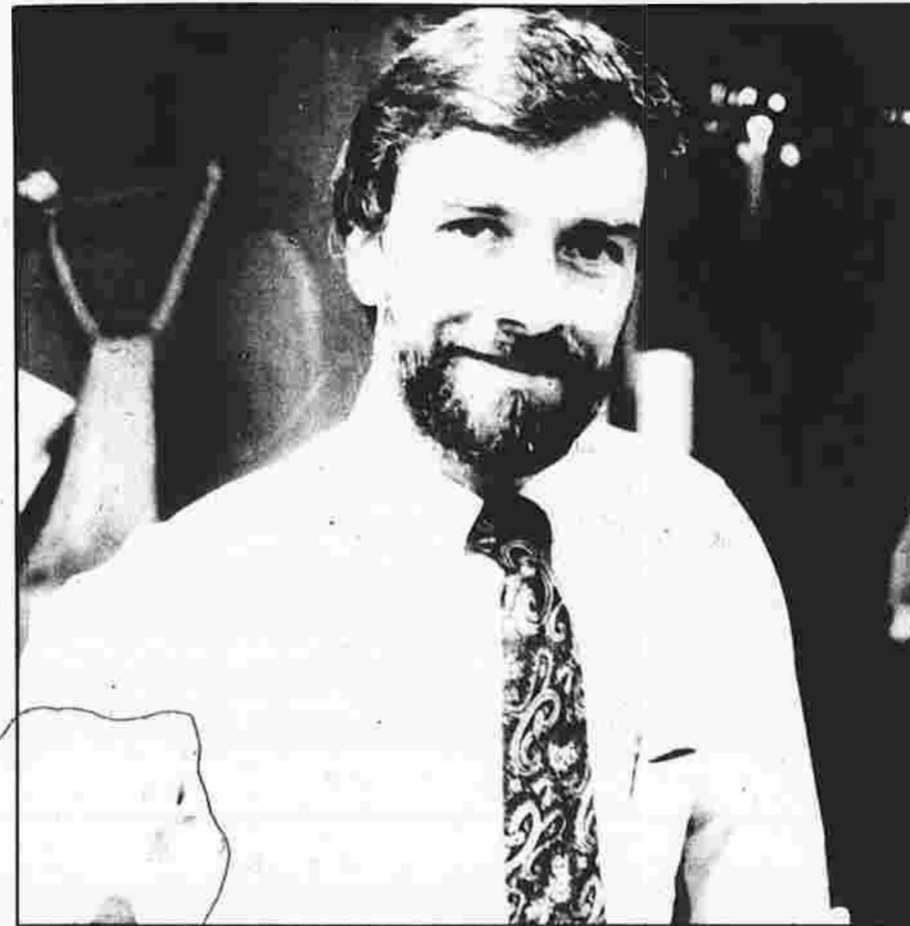
Favorite restaurant Cavey's
Favorite food Chinese food
Favorite beverage wine cooler
Favorite sport football
Roots for New York Giants
Idea of a good vacation going to Hampton Beach

What you do to relax have a glass of wine with my wife after kids are asleep

Type of entertainment preferred music
Favorite entertainer Lionel Richie
Favorite song Lionel Richie's "Hello"
Favorite book "Lord of the Rings," J.R.R. Tolkien

Favorite store in Manchester Pet
Favorite spot in Manchester Main Street
Favorite color blue
Last book read "Valley of Horses," Jean Auel

Favorite TV show "Cheers"
Best thing about Manchester people
Worst thing about Manchester torn-up roads



David Rocha/Manchester Herald

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Quality to Eliminate the Hard Work From Yard Work

A vet remembers

Coming back whole from Vietnam

By Susan Plesse

He survived a Viet Cong ambush, was spared death when he picked up an ingeniously disguised booby trap, and watched more than once when dead bodies were dragged unceremoniously through the dust.

"That's what they did for body counts," says Tony Dore, 41, of Summer Street. "The first time I saw somebody killed they just dragged them like they were dead fish. There's nothing heroic about being dragged like a dead fish. It's not a pretty sight."

But Dore not only physically survived his 11 months in Vietnam, 1969-1970, Third Brigade, Ninth Infantry, but he survived with few emotional scars — scars most often attributed to post-traumatic stress syndrome.

□ □ □

About 40 to 60 percent of the one million American soldiers who saw combat in Vietnam are affected by the syndrome, according to Richard Dobrats, a counselor at the Vietnam Veterans Center in Hartford. Another five percent of the two million Americans who served in non-combat posts in Vietnam suffer as well.

"But nobody knows how many," Dobrats, a Vietnam vet, says. "A vast majority are probably still in the woodwork." "Some people came back physically, but never came back mentally," Dore says. "He knows of vets who, 20 years later, are unable to work, to socialize, or even leave their homes."

In contrast, Dore has carved out a life he calls "normal." He is a husband and father and a Little League coach. He works as a video production designer at Aetna Life and Casualty Co., and has donated his graphic arts

services to the vets' center. He hopes to set an example for other less-fortunate vets. How did Dore escape with his mental health intact? "That's a good question, a real good one," he says, shaking his head.

□ □ □

"I think my personality helped me survive. I try not to get rattled; I have an extremely long fuse. And another thing, I looked forward, and tried not to look back."

"I looked at it as an experience — whether good or bad, we all have them. I try not to look at it as a totally bad one. There's been more good than bad experiences in my life."

Dore's age could also have been a key. In a war where the average age was 19, he was a relatively mature 24-year-old.

"His value system was probably more established, adult, and less threatened by all the confusion war can bring," theorizes Dobrats. Dore's stability, the type of person he was before he left, probably contributed to his adjustment when he returned.

□ □ □

Not that Dore's departure was without pain. While many younger soldiers left behind parents and sweethearts, Dore left his wife Madelyn in Massachusetts. He had married her three months before his tour began.

"It was difficult," he admits. "There was a song, 'I'm leaving on a jet plane' that was popular then — it was difficult, but we had almost a long honeymoon," he says, referring to a 30-day leave he was granted before flying to Vietnam.

The timing of his assignment was particularly difficult. He arrived in Vietnam on Christmas Eve. Yet the mood on the flight from Fort Lewis in



Tony Dore

Washington state was "kind of excited," he remembers.

There was a stop in Anchorage, Alaska, then a second in Tokyo. "The plane grew silent as we left Tokyo, because our next stop was Cam Ranh Bay, and it was Christmas Eve," he says.

□ □ □

Approaching Vietnam, there was increasing apprehension. "You started thinking in your mind what would happen. Would the shooting start right away? Instead, the airfield was silent and dark, save for the runway lights. 'You didn't know you were there. You could have been anywhere,'" he says.

The silence was short-lived. "Our biggest concern was the Vietcong — they did a lot of sniping, booby-trapping," he says.

In one incident, Dore was "walking point" — the lead man in the patrol, a position that would have seemed to put him at utmost risk. Instead, "they let me go by and then ambushed the

patrol," he says. "When the firing stopped, I didn't know who won — that was an anxiety thing." The count was one American wounded, three Vietcong dead.

□ □ □

Another incident that remains clearest in his mind. On patrol one day, he came across a Buddhist temple.

"It had been bombed out; there were no people around, and the whole place was booby-trapped with grenades and trip wires," he says.

"I picked up a vase about the size of that one," he says, pointing to a pitcher about 10 inches tall. "Inside was a grenade with the pin popped."

"I walked outside and there was a sign (saying) 'Yankee, You Die,' and I realized I'd picked up a booby trap." Dore gingerly put the vase down and walked away.

"I threw a rock at it and it blew up," he says. "That was the low point. I always felt I was dead then, and everything after was wonderful and great."

"It was the closest to death that I came. I just realized this was war and people were getting killed. Kids were getting killed by those things and probably still are."

□ □ □

In May of 1970, at the time of the Kent State uprising, Dore's unit invaded Cambodia. "People here don't understand," he explains. "The invasion saved American lives. The Vietcong used it as a haven. Once we went in, we raided Vietcong military stores. After Cambodia the resistance from the Vietcong was down."

Dore returned to the United States in November 1970. On the last leg of his trip, from Philadelphia to Bradley, he found himself sitting next to an

older man who recognized the patch on Dore's uniform.

"His son was in the same unit, and had come home two months earlier," Dore says, smiling. "He bought me three drinks."

Other Americans were not as welcoming. He was taunted with the label "killer," and a co-worker called him a "loser." "But that's the spirit of America," Dore says with characteristic calm. "He can say what he wants."

"I never thought I was a hero and I don't think I'm one now," he continues, noting that it is "fashionable" today to be a Vietnam veteran.

"I had a tough time here when they dedicated the Vietnam Memorial in Manchester," he says. The memorial stands on the corner of Main and Center streets, on the site of the former Odd Fellows Building.

"It was an emotional day," Dore says. "It was the first time I'd seen Vietnam veterans marching in the street and being applauded." Dore himself did not march. "That's just not me," he says.

□ □ □

Would he discourage his own sons, Michael and Stephen, from fighting in a war?

"It's an experience they could do without," he says. "I don't think it made me any more masculine — I don't think it makes anybody more masculine."

"I would probably discourage them because I'm 20 years older and I realize what it was like." Dore himself was discouraged from going to Vietnam by an uncle who had fought in World War II.

"I think he knew what I would run into. It was never a fun-and-games thing."

"War is wrong," Dore says firmly. "And it's hell, too."



Tony and Madelyn Dore pose in their Summer Street home with sons Michael, top, and Stephen, in front of a picture of Madelyn's great-grandfather, Vietnam veteran Tony Dore says he probably would not want his sons to go to war.

Reginald Pinto/Manchester Herald

Sunday, Nov. 9

5:00AM (3) CNN News
(1) Insight
[CNN] Sports Review
[TMC] MOVIE: 'The Beast From 20,000 Fathoms' After an experimental atomic blast, a scientist sees a tremendous pre-historic beast...

JUMBLE THAT SCRAMBLED WORD GAME by Henri Arnold and Bob Lee
Unscramble these six Jumbles, one letter to each square, to form six ordinary words.
HABLEC
FLYTAI
PONGIE
TURTEG
UNEAVE
BIUMED
It's not for real, dear.
HOW THEY ADMIRRED THE BATHING BEAUTIES.

8:05AM (TMC) MOVIE: 'The Happy Land' A war buddy gives a stricken father, grieving over the loss of an only son in war, a new outlook on life. Don Ameche, Frances Dee, Harry Carey, 1943.
8:30AM (3) Up Front
(5) Bugs Bunny and Porky Pig
(8) The World Tomorrow
(8) Sunday Mass
(8) Superfriends
(8) Jim Whittington
(8) Robert Schuller
(8) Heckle & Jeckle/Deputy Dawg
(8) Davy & Goliath
[CNN] Crossfire
[DIS] Good Morning Mickey!
[HBO] MOVIE: 'Eleni' (CC) A present-day journalist seeks revenge for his mother, who was killed during the Greek Civil War. Kira Nollan, John Malkovich, Linda Hunt, 1985. Rated PG.

Sunday, Continued

24 Africans: New Conflicts (CC) The territorial battle which rips through the divisions of heritage within the African nation is explored. (60 min.)
(25) Little House
(25) MOVIE: 'The Anderson Tapes' A million-dollar robbery occurs at an apartment building on New York's fashionable upper East Side. Sean Connery, Dyah Cannon, Martin Balsam, 1971.
[CNN] Larry King Weekend
[DIS] Beat of Wait Disney Presents: Golden Dog (60 min.)
[HBO] Not Necessarily the News in Stereo.
3:30PM (HBO) MOVIE: 'Kiddo' An ambitious youngster tries his hand at the world of big business. Scott Schwartz, Cinnamon Kids, 1984. Rated PG.
[CN] Max Headroom
[TMC] MOVIE: 'Zachariah' Two gun-slingers split up realizing their prowess will only lead them to confront each other. John Rubinstein, Pat Quinn, Country Joe and the Fish, 1971. Rated PG.



of tonight's program. (60 min.) In Stereo.
(26) It's A Living
(26) Jim Owens
(26) The A Living Causes a stir when she suggests that Dot's mother and Jan's father go out on a date.
(27) Day the Universe Changed: A Personal View by James Burke (CC) The invention of the Gutenberg press and how it revolutionized the methods of standardizing knowledge is examined. (60 min.)
(28) MOVIE: 'Love at First Bite' A vampire visits the big city in its lightest spotlight. George Hamilton, Susan Saint James, Richard Benjamin, 1979.
(28) Ted Knight Show
(28) NBC News
(28) Rat Patrol
[CN] Inside Business
[DIS] Danger Bay
[CN] News Update
[DIS] MOVIE: 'Blackboard's Ghost' A college track coach accidentally conjures up the ghost of Suzanne. Dean Jones, Peter Ustinov, Suzanne Pleshette, 1968.
[ESPN] Auto Racing: Nikki Lauda Explains Formula One (R)
[CN] News Update
[DIS] MOVIE: 'Cocoon' (CC) A group of several people living in a retirement community. Wilford Brimley, Don Ameche, Brian Dennehy, 1985. Rated PG-13.
[USA] Robert Klein Time (R)
8:30PM (1) Face Off
(2) SCTV
(2) Valerie (CC) Willie learns a lesson in reality when he damages his father's car in an accident and attempts to avoid punishment by following the plot of a TV show. In Stereo.
(2) Country Music Guide
(2) Mama Iola's heartbroken when her cat dies.
(2) Living Planet: A Portrait of the Earth (CC) Attenborough travels to the Mojave Desert where he discovers a bush more than one thousand years old, the world's oldest living organism. (60 min.) (R)
(2) Wrestling (60 min.)
(2) Underworks: House of Dies Drear (CC) A contemporary mystery about what happens when a family moves into an old mansion which was once a stop on the Underground Railroad. (60 min.)
[CN] Sports Sunday (60 min.)
[DIS] MOVIE: 'Kiss Me Kate' This musical version of Shakespeare's 'The Taming of the Shrew' finds the stars battling as much off stage as on. Kathryn Grayson, Howard Keel, Ann Miller, 1953.
[ESPN] SportsCenter Live.
[TMC] MOVIE: 'Grease' A young man and his summer sweetheart meet again in their senior year of high school. John Travolta, Olivia Newton-John, Stockard Channing, 1978. Rated PG. In Stereo.
[USA] Allwrite
7:30PM (3) Check It Out!
(1) One Big Family
[ESPN] NFL's Superstars Earl Morrall. (60 min.)
(1) Solid Gold
(1) David Toma Show
(1) Lifestyles of the Rich and Famous (60 min.)
(1) Greatest American Hero
(1) Fame Jesse faces a few obstacles when he sets out to direct the school's 1930s-type musical. (60 min.)
(1) Fern, The Real Deal
(1) Adam Smith's Money World
(1) The Saint
(1) Beyond 2000 (60 min.)
(1) Star Search (60 min.)
(1) Charlynn
(1) New Southern Cooking
(1) Fame (60 min.)
[CN] Newsweek
5:05PM (TMC) MOVIE: 'Continental Divide' A political reporter is sent into the wild country to interview a reclusive lady ornithologist. John Belushi, Blair Brown, Allen Goowitz, 1991. Rated PG.
5:30PM (2) Family Classics
(4) No Emulpen
(6) Creative Living
[CN] Newsmaker Sunday
[HBO] Fraggle Rock (CC)
6:00PM (3) MOVIE: 'Airport 1975' A small private plane collides with a passenger-laden jumbo jet over the Rockies. Charlton Heston, Karen Black, George Kennedy, 1975.
(3) Buck Rogers
(1) MOVIE: 'WarGames' A teenage computer whiz, believing he discovered a new video game, unwittingly challenges

MONTE CARLO

Joan Collins is Katrina Petrova, a chanteuse who uses her fame and beauty as a cover for her dangerous espionage work for the Allies on the eve of World War II, in 'Monte Carlo.' The four-hour miniseries airs SUNDAY, NOV. 9, and MONDAY, NOV. 10, on CBS.
CHECK LISTINGS FOR EXACT TIME
12:00AM (1) Mission Impossible
(1) Rock 'n Roll Evening News
(1) Jimmy Swaggart
(1) Star Trek
(1) Keys to Success
(1) Hogan's Heroes
(1) MOVIE: 'The Four Musketeers' The jovial escapades of roguish, gallant dandies and swordplay are depicted in this comedy-adventure. Oliver Reed, Raquel Welch, Richard Chamberlain, 1975.
(1) At the Movies
[CN] Newnight Update
[ESPN] NFL's Greatest Moments: Best of Football Follies (60 min.)
12:30AM (1) Christian Children's Fund
(1) Gene Scott
[CN] Style With Elsa Klensch
[DIS] Five Mile Creek
[CN] MOVIE: 'Comfort and Joy' A lonely disc jockey finds himself in the middle of an ice cream vendor war. Bill Patterson, Eleanor David, 1984. Rated PG.
12:45AM (3) Solid Gold In Stereo (R)
[HBO] MOVIE: 'Lifeline' When astronauts send lifelines to humankind from the interior of Haley's Comet down to earth for examination, the creatures break loose, causing man-made. Steve Railsback, Peter Firth, 1985. Rated R.
1:00AM (1) Nabak City
(1) Consumer Discount Auction
(1) MOVIE: 'To Be Announced'
(1) Tales from the Darkside A young woman turns into a giant black widow spider.
[ESPN] American Kickboxing from Atlanta, GA (90 min.)
[USA] Vacation Styles
1:10AM (CN) Health Week
(1) MOVIE: 'Blow Out' 'Coach' When a woman is mistakenly hired to coach a boys' basketball team, trouble develops. Cathy Lee Crosby, Michael Biehn, Keenan Wynn, 1978.
(1) Independent Network News
(1) ABC News
(1) CNN Newsmaker Sunday
[USA] Keys to Success
1:35AM (R) MOVIE: 'Jaws' A man-eating shark terrorizes a New England fishing village. Richard Dreyfuss, Robert Shaw, Roy Scheider, 1975. Rated PG.
1:45AM (1) Children & Mildred
(1) Odd Couple
(1) Wendy and Me
(1) The Saint
(1) Newsmakers
(1) Punto de Encuentro Desde Espana. (60 min.)
(1) Star Search (60 min.)
(1) MOVIE: 'Splash' (CC) When a disenchanted businessman falls in love with a mermaid, he must battle scientists who the media to preserve her. Tom Hanks, Daryl Hannah, John Candy, 1984.
(1) New Jersey People
(1) Love Boat
(1) MOVIE: 'Tara Tahiti' A pompous lieutenant colonel clashes with a sophisticated junior officer. James Mason, John Mills, Clauda Daughin, 1963.
(1) MOVIE: 'Perry Mason: The Case of the Shooting Star' (CC) Perry is called in to defend an actor/director who apparently fatally shot a talk-show host on-camera in front of millions of viewers. Raymond Burr, Barbara Hale, Joe Penny, 1986
(1) Masterpiece Theatre: Paradise Postponed (CC) The next installment in this tale of a family's greed for the wealth of their father. (60 min.) Part 4.
(1) Country Crossroads
(1) One Big Family Brian arranges a blind date for Uncle Jake.
[CN] News in Review
[DIS] MOVIE: 'The Wild Pony' An emotionally-torn family is brought together by a young boy's love for a wild pony. Marilyn Lightstone, Art Hindle, 1980.
[CN] News Update
[DIS] MOVIE: 'Cocoon' (CC) A group of aliens has a dramatic effect on the lives of several people living in a retirement community. Wilford Brimley, Don Ameche, Brian Dennehy, 1985. Rated PG-13. In Stereo.
[USA] Hollywood Insider
9:30PM (1) In Depth
(2) Country Crossroads
(3) Fight Back With David Horowitz
[USA] Tennis: European Champions Championships Men's semifinals. (3 hrs., 30 min.) Tape Delayed.

Continued . . .



Learn the art of complaining

Complaining can be effective without verbal abuse

By Phyllis Zauner

"If you get a lemon," says Dale Carnegie, "make lemonade." However, when the lemon takes the form of unreliable products, snarled-up bills, late deliveries, immobile bureaucrats or snooty clerks, you may find it more satisfying to put the squeeze on the seller than the lemon.

On the average, only about one-third of the people with complaints about goods or services actually speak up, says Arthur Best, who conducted a project on the subject for Ralph Nader and later wrote about it in a book called "When Consumers Complain."

"A lot of people are embarrassed to find they have bought a lemon," he says. "It's almost a reflection on themselves." There are other reasons for not complaining, he adds. People may feel it's not worthwhile in terms of time, money and emotion. Or they fear embarrassment at having what they consider a fair claim rejected. Or perhaps they see complaining as being "obnoxious."

But complaining can be effective without verbal abuse

and putdowns of others. The most important rule for redress is your willingness to speak up once something has gone wrong. And just as there are times to complain and times when a complaint isn't justified, there also are right and wrong ways to complain.

Actually, the art of complaining isn't hard to learn. Any good gripe — whether made in person, by phone or in writing — has five simple elements.

1. State the problem. Don't ramble, almost apologetically, conveying a murky idea of your grounds. Get to the point right away.

2. Have your facts straight. Don't phone or write without being clear on dates, prices, names (substitute descriptions of people if you don't have names) to back up your statements.

3. Make your request for redress. Think about your goal before you call, have a clear idea of what you want, whether it's a correction on a bill, a refund, repairs or, if you're merely ticked off, an apology. Be explicit. Says the national manager of Autocap, a group handling disgruntled car-owners' complaints, "Lots of people gripe to get something off their chests, but demanding a specific remedy is much more

effective."

4. Set a deadline. Speak firmly and act as if your time is valuable. Give a brief but reasonable time limit (say, 10 days) for how long you will wait. Indicate your unwillingness to let the matter be prolonged. Conclude any phone call with a restatement of what's been agreed upon. "So I can expect delivery by Saturday?" If someone appears unable or unwilling to help speedily, go above his head.

5. Make a threat that you're prepared to carry out. Some possibilities: You will stop payment. You will end your patronage. You will tell other people how badly you've been treated. You'll go to small claims court. Virginia Knauer, White House adviser on consumer affairs, once stated she felt small claims court should be used more. "It's a very useful avenue of redress; no attorney is needed and the cost is small."

Above all, says Best, keep photocopies of every letter you send and a notation of all telephone conversations. Careful records may become vital, especially if negotiations are prolonged.

In general, letters are the most effective way to complain, according to Best and other authorities, because you can

discuss tangled and protracted disputes in an organized fashion. Face-to-face gripes often fail because you take out your anger on a clerk or bank teller who doesn't have the power to correct the problem.

Some complaint experts believe you should launch your missile directly at the head of the company, on the theory that even if he doesn't read it, it will arrive in the customer-relations department via the "head cheese" and achieve more respect.

Richard Vigerie, one expert in direct-mail advertising, has honed letter-writing down to a science. He says the first paragraph of a complaint letter should be brief, summarizing the problem succinctly but dramatically. Example: "I'm very distressed by a billing problem that your company refuses to correct."

Follow that with a surprise compliment, he suggests. "Over the years I've always had good service and..." Elaborate a bit. "In fact, I recall one occasion..." Then go for the kill. "So you can imagine my chagrin..."

Follow that with the facts of the case, omitting unnecessary details that clog the real issue. Try to establish a rapport with the recipient. "I'm in business

myself and I know how I'd hate to have unhappy customers..." And since most people only scan letters, he says, you should state your demand twice — in the first paragraph and at the end.

Most effective of all, he says, is the P.S. He claims tests have proved that this is one of the first things people read. "You want to make a statement that will get someone to read the rest of the letter." He suggests, "If I don't hear from you by Friday I shall be compelled to..."

There are situations, of course, where it's best to appear in person to complain. Mal Cleland of the Better Business Bureau in Denver makes these suggestions: "First seek the owner or the manager. Don't go to the clerk. Most owners or managers have a responsibility and also are concerned about the company's image. They want to know when they have a dissatisfied customer. National surveys have shown that a customer whose complaint is satisfied is likely to be a repeat customer."

Still, some stores make it hard to register a complaint. Arthur Best tells of one case involving a woman who kept complaining about an unsightly joint in her new kitchen flooring. "She returned to the store many times. She felt

A good gripe has five basic elements

foolish each time a repairman or an inspector or a salesman came. It was a different person each time, so she had to repeat the story over and over. She felt they weren't taking her seriously."

Although such encounters can be daunting, there are certain techniques that hasten results. Be nice, the Better Business Bureau advises, because that encourages helpfulness. When you're courteous it boots your chances immeasurably.

But if you're standing in the middle of a shoe store and the clerk won't respond to your reasonable, calm request, try raising the decibel level of your voice. Other customers will notice and start moving away. The shopkeeper is likely to take your complaint more seriously.

Another technique developed by assertive-training specialists is called the broken record. You simply keep repeating your claim, ad nauseam, calmly answering all resistance with logic, until the clerk is worn down and a refund is forthcoming.

Least effective is griping by telephone, which can feel like punching a cloud. Without eye contact it's hard to know if you're being taken seriously. Always demand the name of the person you're talking to. If you suspect you're getting the runaround by being transferred, threaten to get back to him if you don't get help.

One woman got action from a lackadaisical clerk who couldn't tell her when her rug would be delivered, by saying, "I'm going to call you every 15 minutes until my rug arrives."

Experts agree, though, that many complaints could be avoided if people shopped more carefully.

"Don't buy on impulse," advises Arthur Best. "Get recommendations, listen to your friends' experiences. Read the Consumer Union magazine, Consumer Reports. Ask questions before you spend your money."

Always read the warranty before buying a product to see if you're getting "full" or "limited" warranty. Eight states don't allow disclaimers on warranties. Stay alert. If you take your car in for repair and sign the work sheet before the

estimate is filled in, you waive your rights to complain later.

The Federal Trade Commission advises using credit cards to pay auto-repair shops. According to their 1983 statistics, sloppy work and ferocious business practices in auto-repair transactions bring in more complaints than any other service.

If your dispute involves a credit card, the Fair Credit Billing Act says that consumers must first give the seller a chance to set things right before payment is withheld. The credit-card issuer must then investigate the complaint before dunning for payment.

In the final analysis, the ultimate solution to disputes may be to simply refuse to pay the bill. According to a booklet published by the Federal Trade Commission, withholding payment is "the only realistic leverage consumers have."

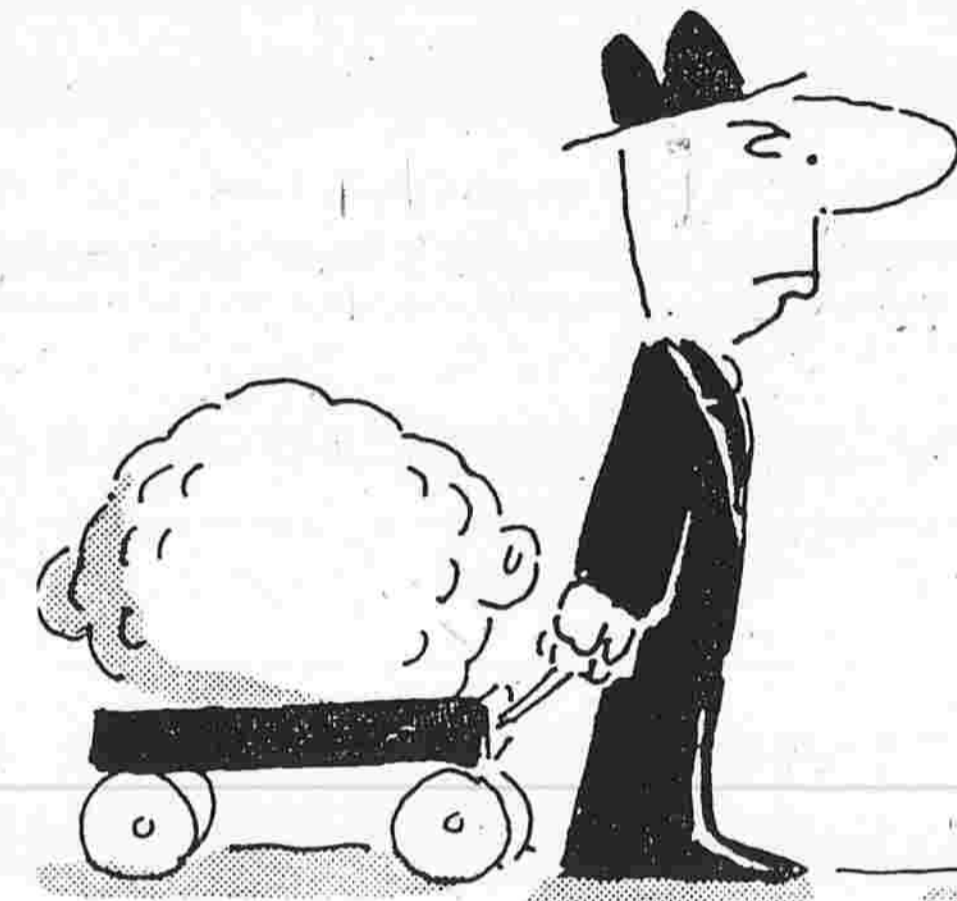
Should you elect to declare "I won't pay," hang on to the disputed merchandise until you receive a written adjustment offer you'll accept, and write a detailed letter. If the seller doesn't respond to your letter within two weeks, write to your local Consumer Affairs office, or file in small claims court.

Fortunately, most companies are anxious to keep customer's good will. According to the U.S. Office of Consumer Affairs, the success rate for requests for exchange or refund is high — about 88 percent.

If the dealer is recalcitrant, the next step is the manufacturer. (Get the address and name of the top officer in "Standard & Poor" at the library.) If that doesn't work, contact any or all the following:

- The manufacturer's trade association (listed in "Encyclopedia of Associations").
- Your state and local consumer-protection agencies (in phone book under "Consumer Complaints").
- A newspaper or television station consumer-action line.
- The local Better Business Bureau (results here can be spotty, as some BBBs don't press hard on complaints).

Not all complaints registered are monumental. They are the ordinary, run-of-the-mill



If you get a lemon, put the squeeze on the seller rather than the lemon.

annoyances we encounter in our daily lives. A wad of gum shows up in a cottage-cheese carton. Rolls of plastic wrap don't unwind properly. One consumer found the finger tips of a set of rubber gloves neatly capping the asparagus spears in a can, apparently the vengeance of a disgruntled employee.

Chronic complainer Connie Beckes, a legal assistant, doesn't believe in letting the company off the hook for such offensive products. She faithfully writes a letter for each infraction, and has found over the years that her grumbling has often paid off in double portions in return.

Lately, though, she's found that companies are slacking off, sometimes only sending an apology, at best a coupon for another package of the same product (unless if she didn't like the product in the first place).

"Grieve for the days," she says, "when the companies you expected to care always did."

TIPS FOR THE COMPLETE COMPLAINT

- Do:**
- Read and understand a contract before you sign.
 - Get a copy of the agreement.
 - Hang onto all paperwork: invoices, work orders, estimates, receipts, canceled checks.
 - Take your complaint to the top, and bring documents.
 - Be specific as to the nature of your complaint and how you want it resolved.
 - Be aware of agencies designed to help you.
- Don't:**
- Spend money without asking questions.
 - Pay until you're sure.
 - Sign anything without thinking.
 - Buy without comparing prices from other sources.
 - Pay too much in advance. ■

"Face-to-face gripes often fail because you take out your anger on a clerk or bank teller who doesn't have the power to correct the problem."

That greasy kid stuff is back

Men are slicking their hair for sleek and sexy look

By Catherine Seipp

The products men put on their hair seem to revolve in 30-year cycles. In the '20s, Rudolph Valentino inspired a generation of flaming youths to slick back their locks with oily pomades. In the '30s and '40s, men returned to a more natural look; perhaps the Depression and World War II gave them less patience with such stylized grooming.

Then in the '50s, goop was back, and was again being slathered on male heads, although this time those heads hoped to look like Elvis Presley rather than Sheik of Araby. But in the '60s and '70s, the wet look was dead, the dry look was in, and trendy young men were loathe to let any additives touch a hair on their organic heads.

Now, however, greasy kid stuff, once despised as exactly that, has returned in all its glistening glory. And it's quickly upstaging mousse and fast-drying, alcohol-based gel, the hair trends of just a few years ago.

Sebastian International, a hair-care line based in Los Angeles, does such a good business with a self-descriptive product called Grease that it introduced a related spray-on item, Hair Gloss, this fall. Aveda, a Minneapolis-based company, launched Shine — which is described as "pomade," using an old-fashioned term — a few months ago. It comes in two versions: a humectant, designed to encourage curls by attracting moisture, and an antihumectant, meant to repel moisture and keep hair straight.

Why are such heavy, old-fashioned hair products coming back?

"We're a generation away from that age group that was concerned with natural hair," says Jackie Summers, West Coast editor of Modern Salon, a trade journal based in Lincolnshire, Ill.

"There's the whole Tango Argentino influence," notes Herb Budoff, an owner of Pymalton Hair Design in Los Angeles. Perhaps inspired by the sleek, sexy dancers in that hit Broadway musical, men are leaving their hair longer and using gels or pomades to slick it back.

European fashion magazines often feature male models with luxurious manes, a look referred to as Tarzan Chic. But while

Tarzan didn't care if his tresses got tangled and matted, the civilized man does, and so he needs something to keep it under control. "Also," adds Budoff, "a lot of younger men really want that Don Johnson look. They use pomades to emphasize the cowlick."

Fashion-conscious men these days tend to get their hair cut at the same places women do. As a result, 20,000 of the nation's 70,000 barbershops have gone out of business in the past 10 years, according to a report by the New York-based trade journal American Salon.

And although less expensive hair-care products marketed especially for men are commonly available at drugstores, many men are not buying the higher-priced products by companies like Sebastian and Aveda that are available only through salons.

These new finishing touches for hair cost between \$8 and \$10 a jar and are almost always sold as unisex items. Only Redken, an industry giant, has separate hair-care lines for men. One, R.K., has been around for 19 years. The other, Czar, was begun just last year and is introducing a men's nonaerosol hair spray this month. It sells for \$6 and comes packaged in military khaki green.

But most companies find that modern men are willing to put the same stuff on their heads that women do, without worrying about their masculinity. "This is not a man or a woman issue," says Horst Rechelbacher, president of Aveda and of Horst and Friends International, a seven-salon chain based in Minneapolis. "It's an issue of hair and texture. Styling today is very similar; it's quite androgynous."

Most men's hair is in better condition than women's because they tend to keep it shorter and are less likely to damage it with chemical treatments. According to Redken, 70 percent of women have chemically treated hair, while only 5 percent of men do.

But that may be changing — more men are altering the color and texture of their hair than ever before. This year, according to American Salon, three times as many men will color their hair as did four years ago; two-thirds again as many will get permanents.

That means more conditioner is needed to keep hair healthy-looking, and men are becoming concerned with the same problems they used to



laugh at women for worrying about. Sebastian sells a specialized treatment for split ends called Thick Ends. "Men really love it," says spokeswoman Francine Stessel. "Perhaps it was true, five or six years ago, that men didn't care about split ends, but not anymore. And they've been blow-drying their hair for so long they're knowledgeable about hair care."

Do men need to use conditioner? Not necessarily, if they keep their hair short and don't perm, color or bleach it. But for those who do any of these things, or who swim regularly (chlorine dries hair), or have curly hair that tends to frizz, it might be necessary. But conditioning too often, or applying too much and not rinsing it out thoroughly, can leave hair limp, overly soft and oily looking.

The advantage of buying a

product from a salon rather than a drugstore is that, in a salon, a buyer can learn how to use it correctly. And many men have a lot to learn. "Traditionally, a man shampoos and thinks that's it," says Rudy Zamore, a marketing manager with Redken's R.K. line. "He'll comb his hair in place and expect it to stay that way all day."

The purpose of mousses, gels, pomades and sprays is to help keep hair under control, but they all do it a little differently. Mousses add volume and can be rubbed easily into dry hair as well as wet. Alcohol-based gels dry quickly for fast results, but can also dry the hair. Pomades, of course, give a shiny look as well as control. And sprays range from products that just add shine to those that can make hair stiff as a mannequin's if too much is applied.

"Anything used to excess is bad," says Zamore, who used to

be a hairstylist. Since hair controllers can leave a dull film on the hair over time, Redken has just introduced Cleansing Creme Shampoo, designed to cut through all that build-up. Ideally, one's stylist should explain how to properly use a product, but he or she might be a little reluctant.

"Educating a customer is a stylist's responsibility," says Zamore, "but 85 percent of stylists are female, and they often have some apprehension about telling a man what to do with his hair."

Why are so many men these days paying all this attention to their hair? Part of the reason might be convenience. "Perming can actually make hair care much easier," says Summers. "It's a very boring process to sit through, but if a person has difficult hair, a body wave can really cut down on grooming time." ■

What is the gluten content in grains?

Allergic reaction is not always right diagnosis

By Sonja Heinze

My girls have celiac disease and cannot tolerate gluten in their diets. Encyclopedias don't say whether there is gluten in certain grains such as semolina, soy, millet, triticale, wheat germ, etc. I've read that pastry flour lacks gluten. Is this true? Elaine Cook, W. Bloomfield, Mich.

You ask many questions about the gluten content of various flours in your letter, which I had to shorten. Basically, there's a certain amount of gluten in all flour, wheat containing the most. Pastry flour has some gluten, but not as much as bread flour. The tolerance to wheat germ must be tested.

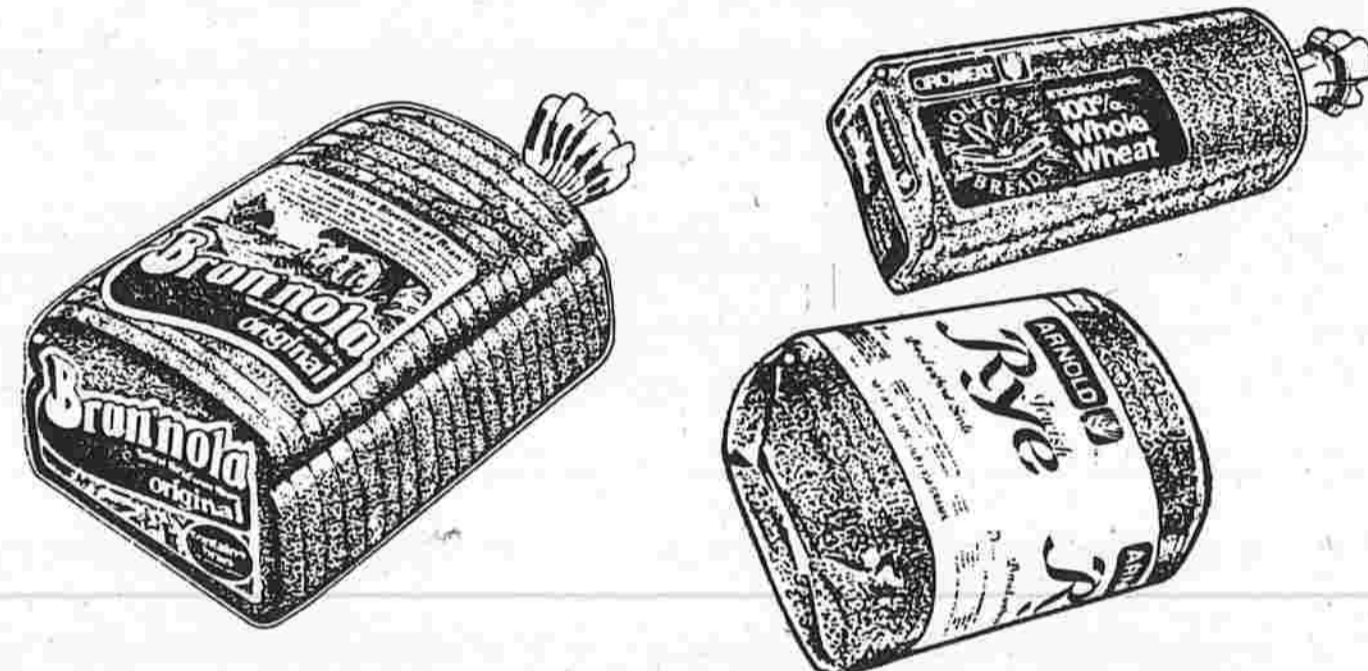
I trust that your girls have been diagnosed by a licensed physician. If so, hasn't the doctor provided you with all this information? The fact that you find yourself looking through encyclopedias for knowledge on this subject makes me wonder who made the diagnosis.

In "The New York Times Guide to Personal Health," by Jane Brody, the author states: "Food allergy has become a 'wastebasket' diagnosis used to explain a wide range of symptoms which may or may not have something to do with what the patient eats. Popular books have improperly blamed foods for everything from fatigue and nervousness to painful menstrual cramps and bed wetting."

"However, careful studies show that: Not all bad reactions to foods are allergic reactions; many persons, including children, who think they have food allergies really don't; foods are often blamed for reactions that are actually due to other causes, including work stress; children often outgrow sensitivities to certain foods; even when a food allergy exists, consumption of that food in small amounts may not cause symptoms."

Again, assuming this diagnosis is professionally made, write to the following address for a 64-page booklet entitled "Allergy Recipes." In it are recipes for foods for those who cannot tolerate gluten: The American Dietetic Association, 430 North Michigan Ave., Chicago, Ill. 60611.

TRADING STAMP BOOKS
I have many books of *Plaid Stamps*. Remember them? Do you have any idea of what I could do with them? Phyllis



Triolo, Beverly Hills, Fla.
I have a number of books of *World Trading Stamps* and would like to know if there is a current redemption book. These stamps used to be given at grocery stores and gas stations, one stamp for every dollar spent. Mrs. Earl Gray, Accord, N.Y.

I haven't seen trading stamps being given out anywhere for years, and would suspect that your filled-up books are worthless. But I may be wrong, and would appreciate hearing from any readers who have knowledge to the contrary.

COUSCOUS
What is steamed couscous? Mrs. O.M.W., Payette, Idaho

Couscous is a North African staple that is the basis for many dishes. Packaged couscous available in specialty shops in the U.S. is commonly made from fine-grained semolina flour, and can be described as tiny pasta. Couscous may also be made from millet or crushed rice. The inhabitants of North Africa use the word couscous for all kinds of dishes made with flour and steamed in a receptacle called a kessaks.

The "Larousse Gastronomique" advises that you soak the grain in water until swollen. For one pound of couscous, put a quart of water in a pot to boil. After soaking, put the grains in a colander and

in which you suggested, "Spray the inside of your tank-type vacuum cleaner, the disposable bag or filters with a flea and tick spray. Don't use a powder because it will get in the air you breathe. The vacuumed-up eggs, when they hatch in a few days, should die from the spray."

"However, I have found another variation on this theme which I think is more efficient and certainly easier to accomplish. This is to buy a long flea and tick collar and cut off a piece four to five inches long. Place it in the vacuum-cleaner bag when changing. This also kills the vacuumed-up larva when they hatch a few days later.

"Keep the rest of the unused collar in its box in the freezer, which keeps it from losing its strength." ■

The couscous may also be steamed in the same way over a fragrant stew composed of spicy lamb or chicken along with chick peas, onions, carrots and potatoes. The grains, cooked and flavored by the steam of the stew, are heaped on a platter and the stew is spooned around it. Traditionally, a fiery chili sauce is passed for guests to add to the taste.

Plain steamed couscous may also be eaten as a dessert, sprinkled with sugar, nuts and raisins.

READER FEEDBACK:
FLEAS
Barbara Hutton, Santa Maria, Calif.: "I read with interest your column about fleas

Send your questions to Sonja Heinze, the Curious Shopper, King Features Syndicate, 235 E. 45th St., New York, N.Y. 10017.

Peppers take the vitamin C contest

By Ted Larsen

I guess there's no mystery about which fruits are the richest sources of vitamin C. For years the Florida Citrus Commission has never let us forget the marvelous benefits of oranges and grapefruit. So we all know that citrus is the best place to get your C, right? Wrong!

Oranges are a very good supplier of this important vitamin, but a tomato, for instance, has more C than half a grapefruit. Better yet are peppers, the hands-down winner in this nutrition competition.

A sweet green pepper has almost two and a half times the recommended dietary allowance of vitamin C; a sweet red, more than four and a half times the r.d.a. Hot peppers are just as nutritious, but most of us aren't ready to sacrifice our mouths just to prevent scurvy.

The pepper family is truly enormous, with hundreds of members. Some are sweet, others are hot and the range of available colors could complete a rainbow. Sometime in history the term "pepper" was erroneously applied to all the members of the "Capsicum" family, perhaps by some shrewd entrepreneur, trying to cash in on the big bucks of the peppercorn trade.

Because some varieties of the "Capsicum" family can be dried and ground into a spice, (notably the cayenne and paprika varieties), it was probably easy to convince people of the similarities to black and white pepper. There is no connection because these come from peppercorns which grow on a long vine and are members of the family "Piperaceae." Are you still with me?

There is much additional confusion over the color of peppers. Many people think any red pepper is a hot one, but color has nothing to do with the intensity of spice in a pepper. The degree of heat is controlled by the chemical, capsaicin, which is highly concentrated in the seeds and inner fleshy ribbon of the pepper.

If you remove these from a hot pepper, you'll greatly reduce their bite. After performing this bit of botanical surgery, make sure you wash well before touching your face or eyes. Capsaicin is a powerful skin irritant that can turn pepper peeling into misery.

The color of peppers can be a good indication of ripeness. Green bell peppers from the supermarket turn red when ripe, as do some yellow peppers. Because ripe fruit stays on the

pepper plant longer, additional peppers are kept from developing.

This is why sweet red peppers often cost twice as much as green ones. We are also beginning to see purple and black peppers, which are delicately sweet, despite their formidable looks. Then there's the whole story of pickled peppers, but that's best left to Mr. Piper and another time.

This bold appetizer hails from the Perigord region of France. I doubt your guests will be able to identify the ingredients of this most unusual offering, but they will beg for more.

SWEET RED PEPPER MOUSSE

1 tablespoon unsalted butter
4 sweet red peppers, cored, seeded and roughly chopped
1 clove garlic, sliced
1/4 teaspoon fresh thyme
1 tablespoon white wine vinegar
1 cup heavy cream
salt
white pepper

Melt butter in a saute pan and cook the peppers, garlic and thyme, covered, until soft, about 20 minutes. Do not allow to brown. Increase the heat. Add vinegar and continue cooking, uncovered, until the moisture is evaporated. Place in a food processor or blender and puree until smooth, about 30 seconds. Run puree through a sieve to remove skins or any hard lumps and allow to cool.

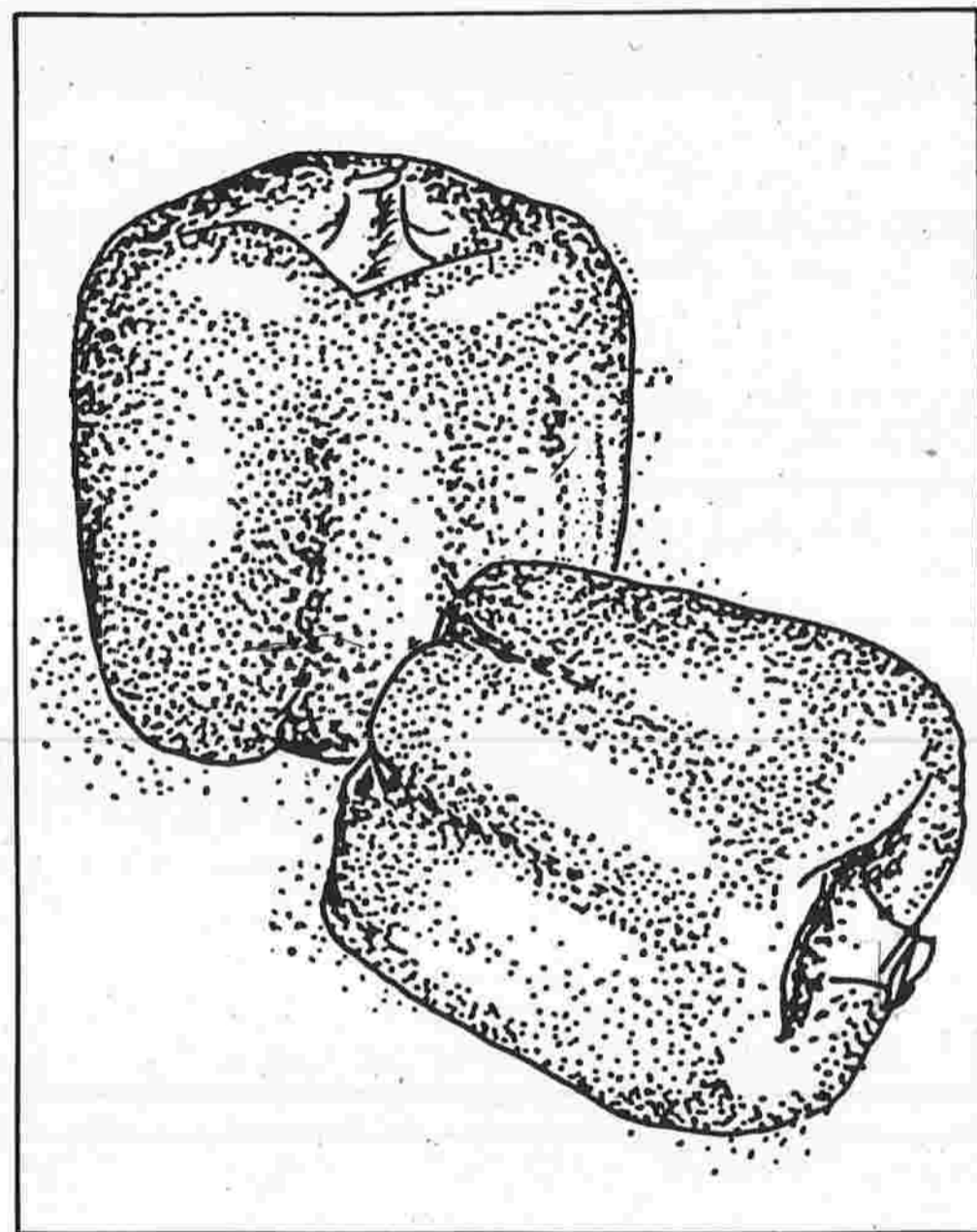
Refrigerate overnight and discard any liquid that accumulates by the next day. Whip heavy cream until stiff, and gently fold in pepper puree and season to taste. Chill thoroughly. Serve mousse with toast points or crackers. Serves 4.

HINTS

Try making this delightful dish with green rather than red peppers. You can also use both to make two separate mousses. Mound them next to each other on a serving plate for a marvelous red/green color contrast.

You can't whip yogurt, but the pepper puree makes a great flavor addition which is very low in calories. Try it as a dip. Add the pepper puree to equal proportions of sour cream and mayonnaise. It's a wonderful sauce for grilled fish or use as a dip for raw vegetables.

This is an extraordinarily simple recipe, and a great way to get the best pepper taste with



none of the strong drawbacks. Even pepper haters love this basic preparation. It's also the only sane way to peel peppers.

BROILED PEPPERS IN OIL

1 pound green or red sweet peppers
olive oil, extra virgin
salt
pepper
basil, fresh

Preheat broiler or charcoal grill. Place the peppers on a broiler pan or grill and cook until skins are blistered and black. When one side is ready, rotate the peppers with tongs or long forks and continue the blackening.

When the peppers are fully blackened, place them in a closed paper bag for 30 minutes. Skins will then peel off in seconds. Here's how: Hold the

pepper over a bowl and cut a slit down opposite sides. Open it up and remove the seeds and pulp. Gently peel off the charred skin with a sharp knife and collect the pepper juice in bowl.

Allow the pepper pieces to cool. Cut the pieces into strips and mix with olive oil, salt and basil, to taste. Refrigerate at least one day before serving at room temperature as an antipasto with black olives, anchovies and hard-boiled eggs. Makes 1 cup.

SAUTEED PEPPERS & ZUCCHINI

1 pound sweet peppers, green or red, cored and seeded
1 pound zucchini
1/4 cup olive oil
1 clove garlic, finely minced
salt
pepper

Cut the peppers into 1/2-inch squares. Wash the zucchini and cut into 1/2-inch pieces. Salt both vegetables and allow to drain for 30 minutes before proceeding. Heat oil in saute pan and saute the zucchini for 5-6 minutes, until slightly soft.

Add the garlic and continue cooking for 1 minute before adding peppers. Cook and additional 3 minutes, but do not allow peppers to overcook. Season with salt and pepper to taste. Serve hot. ■

Gilda's Restaurant

By Sondra Astor Slave

If Brenda and Barry Sylvain had not written to tell me about Gilda's Restaurant at the corner of Adams and Hilliard streets, I probably would have remained forever ignorant of one of the best food values around. This modest restaurant with less than a dozen booths and counter space for a few additional patrons is Americana, Connecticut style, which means that the accent is on things Italian. The least impressive of the dishes we tried were good; the best were great.

Gilda's opens at 6 a.m. every day except Sunday and closes between 8 and 8 p.m. from Monday through Friday; Saturday, it closes at 2 p.m. There is a full complement of breakfast choices and I suspect that the omelets, pancakes and french toast are as good as the main menu.

The same bill of fare serves for lunch and dinner and a soup of the day is featured from Monday to Friday. The Friday special was clam chowder and if I were not required to sample the menu, I would have been thoroughly content to just enjoy this perfectly balanced bowl of

soup. Briny, but not harsh, chock full of clams, potato and onion, this was the ultimate in home cooking without putting in the effort yourself. It was served with Gilda's own bread, a white loaf with a thick, chewy crust and an interior full of flavor.

The emphasis is not on appetizers, as antipasto is the only one listed. It consisted of salami, ham, provolone and tomato wedges. It was not original, but fresh and tasty.

Main dishes are another story. An excellent selection, a special on a Thursday evening, was fried scallops. These bivalves were lightly dusted with breading, fried to perfection and brought so quickly from the kitchen that we almost burnt our mouths at first taste. Served with french fried potatoes, creamy cole slaw and Gilda's wonderful bread for \$5.95, this plate could compete for quality, and certainly for value, with any fish house in the state.

Gilda's onion rings carried a thicker breading that crunches nicely when bitten — all the better to protect the tender bread onion rings inside.

Stuffed peppers were a special on Friday. Two pepper halves were generously packed with a



David Rocha/Manchester Herald

Gilda's at Adams and Hilliard streets is a previously undiscovered find for taste and value.

meat and rice mixture and topped by a tomato sauce that had a distinct homemade taste. A copious portion of mashed potatoes were the real thing, and showed how good this simple preparation can be.

Two pork chops were grilled to the cooked through but still juicy stage and served with a dessert-sized portion of apple sauce. Instead of the french fries or spaghetti in tomato sauce that is included, we decided to try the pasta with aglio e olio (oil and garlic). We were treated to al dente spaghetti with pure oil and dried brown nuggets of garlic, very much in the style of a fine Italian restaurant.

Our other Italian choice was the lasagna, which like everything else, was served in a generous portion. Two substantial rectangles of noodle were

layered with a predominantly cheese filling and topped with fresh tasting tomato sauce. A salad of large chunks of iceberg lettuce and tomatoes came with the lasagna and most of the other entrees.

On both of our visits pie and ice cream were the only desserts available. The pies are not made on the premises and while the filling of both the apple and chocolate cream were satisfactory, they were not worth saving room for.

Prices at Gilda's evoke nostalgia. Sandwiches peak at \$2.60 for an eggplant or roast beef grinder and \$3.25 for a tuna club. A New York sirloin steak joins the scallops for top price distinction at \$5.95. Value honors go to the cup of soup for 85 cents. Since Gilda's already does a brisk business, I have more than

a few qualms about recommending it too highly as it is debatable how many more patrons Gilda and her family can feed out of the small kitchen without quality diminishing. But we shall have to hope that if things get too crowded, Gilda's will expand.

In the meantime, Gilda has worked out some accommodation to busy times. A sign posted in the front indicates that the kitchen is closed at lunch. Finding that rather alarming, I inquired and was told that some of the more complicated baked items are not available at that time. But that still allows for all of the excellent fried dishes and for the sandwiches, cooked food and bread. That is still reason enough to share in one of Manchester's only semi-discovered treasures. ■

Gilda's Restaurant

303 Adams St., 643-6021.

Hours: Monday, 6 a.m. to 6 p.m., Tuesday, Wednesday, 6 a.m. to 7 p.m., Thursday, Friday, 6 a.m. to 8 p.m., Saturday, 6 a.m. to 2 p.m. Sunday, closed.

- ✓ Dress: Casual.
- ✓ Credit cards: not accepted.
- ✓ Handicapped access: no.
- ✓ Reservations: not accepted.


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