

OCC expands its computer for growth

Oakland Community College will spend \$189,388 to upgrade its computer system.

OCC trustees last week approved the expenditure to expand the computer system in order to accommodate more students and faculty.

OCC President Robert F. Roelofs explained that administrators didn't anticipate the expense when they bought the IBM computer two years ago.

"We thought then it would last 10 years. But there's been an exceptional growth in the use of computers just over the past two years."

Computer terminals are used in data processing instruction, academic areas such as biology, counseling, career guidance, and for reports on admissions, registration and financial aid.

OCC sponsors culinary arts open house

The Oakland Community College Hospitality Department is presenting its third culinary arts open house at the Orchard Ridge campus, Thursday, Dec. 16.

Auto dealers seek a 'Ms.' for show

Applications are being accepted from women who would like to compete for the title "Ms. Detroit Auto Show," according to Martin J. "Hoot" McInerney, Auto Show chairman and owner of Northland Chrysler-Plymouth Inc.

Formerly called the "Miss Detroit Auto Show" competition, the title has been changed this year to reflect a growing preference by women for the designation Ms. Instead of Miss or Mrs.

The winner of this year's competition will receive a \$500 U.S. Savings Bond, said McInerney. There is no entry fee. Semi-finalists will be selected in mid-December. Final competition will be staged in January.

CONTESTANTS must be 18 years of age or older and must live in Michigan full-time.

Anyone working under contract at the show either as a model or narrator, or for the Detroit Auto Dealers Association, or for Yaffe Berline, Inc., advertising/public relations agency for the show, is not eligible to enter.

The winner must agree to appear at the show and make other appearances for publicity and promotion purposes.

The 67th annual Detroit Auto Show dates are Jan. 15-24 in Detroit's Cobo Hall.

APPLICATION forms are available by phoning or writing the Detroit Auto Dealers Association, Suite 125, 3290 West Big Beaver Road, Troy 48064. The phone number is 643-0250.

Deadline for applications is Friday, Dec. 10.



Ad manager

Jill Arnone has been promoted by Observer & Eccentric Newspapers to retail advertising manager for western Wayne County. A 1976 graduate of the University of Missouri School of Journalism, Arnone has spent five years as a retail-advertising sales representative for O&E and is a member of the Women's Advertising Club.

Chamber aids buyers who have complaints

Have a complaint about an Oakland County merchant but don't know where to turn?

Then the Oakland County Consumer Complaint Bureau is only a phone call away.

Calling 644-3577 will put you in touch with a member of the county Chamber of Commerce who will help consumers get satisfaction and avoid litigation.

"When people call us we ask them to put their complaint in writing, and we send a copy to the merchant to help in the communication process," said Cindy Almas, chamber staff member.

"Just the letter from us usually helps people get satisfaction," she said.

For example, Almas said, a person buys clothing in a store and then returns several days later asking for a refund. The merchant denies her request, saying they don't refund money. However, she is sure she was never told of the store's policy at the time of purchase.

"We act as the intermediary, and, in a case like that, the merchant usually refunds the money," she said.

During 1981, 105 complaints were filed with the bureau. Of those 92 percent were filed against merchants not affiliated with the chamber of commerce.

"We get very few complaints against chamber members. The system is a good way for us to check our members' performances," she added.

Of the 105 complaints, 44 percent were settled, 30 percent were closed. Closed means the customer was not necessarily satisfied, but got a response. Twenty-one percent took some court action, either small claims or hired an attorney, and 5 percent were ignored by the merchant.

In 1982, 72 complaints have been filed with the bureau. Eighty-one percent were against non-chamber members, and 53 percent were settled. Eighteen percent were closed, 10 percent went on to court, 4 percent were ignored, and 15 percent are pending.

"The service is free to any customer regardless of where they live, and the business does not have to be a member of the chamber," Almas said.

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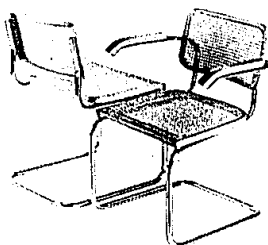
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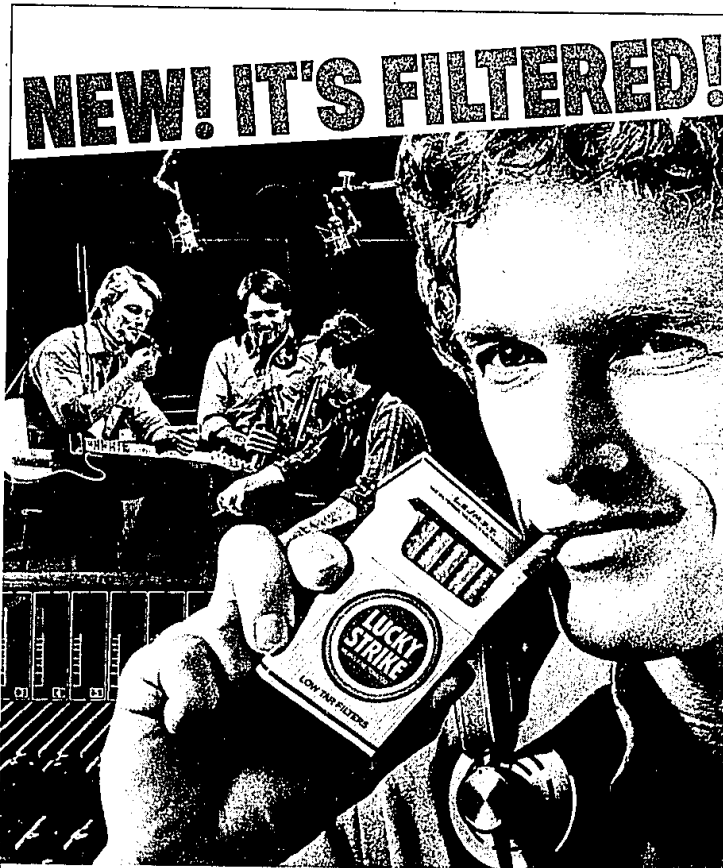
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