

APPLIANCE DOCTOR



JOE GAGNON

Honest companies respect code of ethics

This column is written for all the good appliance repair companies who have been around for years and can't stand the image created by a select few unethical outfits.

If the honest guys had their way, they would have every service company in America working and swearing to a code of ethics that if broken would constitute a loss of business and legal punishment.

I use as an example the code designed by the National Electronic Service Dealers Association.

1. I will conduct my individual business in a manner to ensure the goodwill and confidence of the public whom I serve.

2. I will not participate in any false or misleading advertising.

3. I will maintain adequate equipment and qualified personnel in order to perform quality service to the public and the trade for fair, equitable and non-discriminatory charges.

4. I will not perform, or cause to be performed, any act which would tend to reflect adversely on our industry, fellow members, competitors or manufacturers.

5. I will comply both in spirit and letter with rules and regulations prescribed by the law and by government agencies for the health, safety and well-being of my employees and the public.

6. I will maintain liability and financial responsibility in order to uphold the guarantee for all work undertaken. I will represent manufacturers in an honest and intelligent manner to create an atmosphere of mutual trust and understanding and to best serve our combined interests.

7. I will offer clean, attractive and inviting facilities as well as courteous and competent personnel.

8. Accurate statements or invoices will be rendered to the customers and a comprehensive record of all work will be kept. I will strive to assure that my prices are understood and easily available. All complaints will be promptly and courteously handled.

9. The property of all customers will be carefully handled and adequate insurance will be carried to protect this property while in my custody.

10. I will seek always to improve myself, to increase my efficiency, and to better my services.

11. I will perform only such work as is needed and authorized by the customer, and all parts will be new and first quality unless otherwise specified.

12. I will strive to continually improve the image and reputation of the industry by practicing good and enlightened public relations in the community, and to keep the community adequately informed of the functions and services of my firm and the industry.

13. I will participate loyally in the industry's growth and progress through the activities and public interest efforts of the association.

There you have it, folks, a fine ethics code that could be adopted by any company in any service business.

There are some in the appliance repair industry who would laugh at such a code of ethics. In the weeks ahead we will all discover who can meet such a code and who can't.

Stay tuned.

Joe Gagnon can be heard Saturday and Sunday on 760 WJR. He is a member and past president of the Society of Consumer Affairs Professionals. His phone number is (313) 873-9789.

Carved in MICHIGAN

Woodworkers' guild members prepare for showcase

BY LANA MITT
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Bill Gayde of Royal Oak painted a gleeful smile on the face of his wooden rocking horse that delighted children. Intricate details carved on a museum replica by Dan Reahard of Plymouth awed the adults.

There's a wide variety of projects made by members of the Michigan Woodworkers Guild and once again woodworkers from the metro-Detroit area are busily preparing for their upcoming showcase to benefit ill children.

The guild is hosting Wood 2002 from noon to 5 p.m. Sunday, March 10 at the Livonia Senior Center on Farmington Road in Livonia. Admission and parking are free. Nearly 400 local woodworkers will display their creations, plus a silent toy auction is being held to benefit Children's Hospital of Detroit. The woodworkers buy axes, paint, glue, wheels and more with the proceeds — then throughout the year they build toys for hospitalized children.

"Helping the kids is our main goal," woodworker John Sanchez, of Dearborn, said. "The guild donates toys to the hospital and last year we gave 600. This year, we're concentrating on fewer, but bigger toys."

Sanchez emphasizes that woodworkers won't sell their items at the show, but items can be held to purchase outside of it. Expect to see items like curio cabinets, hutches, grandfather clocks, and furniture from different woods, time periods and styles.

A sample of last year's showcase:

■ Louis Grapp, of Walled Lake, displayed a baby crib

■ Harry Wozos, of Livonia, displayed toy cars and trucks

■ Bob Mills, of Beverly Hills, displayed an outdoor bench

■ Douglas Breed, of Plymouth, displayed a table.

Bill Gayde of Royal Oak said he loves the show because he can view the talents of his fellow woodworkers who live throughout Michigan. Gayde, 68, has dabbled in woodwork since he was 8.

"My great-grandfather was a cooper and made wooden barrels. My grandfather and my father were interested in woodwork and the interest was passed down to me," Gayde said. "I make one of kind furniture and toys ... making the toys and giving them to the kids is the best part."

Many of the woodworkers are retirees who create items



Professional: Jim Robinson of Rochester Hills, is the proud creator of this armoire. Furniture, toys and other type of woodwork will be on display at Wood 2002, at the Livonia Senior Center.



Replica: Dan Reahard, of Plymouth, creates replicas of museum pieces including this cabinet pictured here.



Ready for summer: This indoor/outdoor bench is ideal for a garden, patio or Florida room. Woodworker Bob Mills (right), of Beverly Hills, is the creator.

for their families, especially their grandchildren. Gayde recently sent a doll high chair to his granddaughter.

"It's better than sitting in front of the television," he said.

Whether the workers join the guild as a hobby or to hone professional skills, there's plenty of well-crafted items at the show, Sanchez said.

Sanchez creates three-dimensional woodcarvings like landscape views from Hawaii and Yellowstone Park. His project of a northern Michigan forest was carved with 16,000 branches and 5000 leaves. He'll display a 3-foot carving of the USS Constitution, still unfinished. He makes furniture, and recently created a black walnut curio cabinet.

"Members of the guild have a wide range of skills," Sanchez said. "From hobbyists to professionals."

Sanchez hopes the group will gain new wood enthusiasts at the show. New members are always encouraged and classes are taught for newcomers and already skilled carvers and builders.

"The majority of members are men but we're actively trying to increase the membership of women," he said. "Right now there's about 30 women and it's growing rapidly. We welcome everyone."

The guild has been making toys for kids at Children's Hospital since 1990. Toy cars, trucks, boats, buses, rocking horses, trains and more are delivered throughout the year.

WOOD SHOWCASE

The Michigan Woodworkers Guild hosts a wood-working showcase called Wood 2002 from noon to 5 p.m. Sunday, March 10 at the Livonia Senior Center on Farmington Road in Livonia. Admission and parking are free. Nearly 400 local woodworkers will display their creations, plus a silent toy auction will be held to benefit Children's Hospital.

GARDEN SPOT



MARTY FIGLEY

Writers share practical, personal wisdom

The selection of books this month will teach us much about nature and gardening. Timber Press publishes the first two: *Variiegated Plants: The Encyclopedia of Patterned Foliage* and *Japanese Maples: Third Edition*.

Variiegated Plants, Susan Conder, photographs by Andrew Lawson (\$24.95, soft), covers the gamut of plants that have more than one color in the leaves whether they are small or large.

Conder introduces us to the various forms and colorings and points out the "painterly variegations." She also suggests ways to use the plants to take advantage of the remarkable foliage. She tells how variegations work, how to site these plants, how to buy and to grow the great variety that nature offers. Photos show ideal placement.

Japanese Maples, J.D. Vertrees, revised and expanded by Peter Gregory (\$49.95), is the only book in English solely devoted to these plants.

Vertrees was an entomologist, nurseryman and educator who collected rare and unusual cultivars of *Acer palmatum*. At one time he had the largest collection of Japanese maples in the United States at his nursery in Oregon.

We learn how plants are named, their history (long and interesting), the various forms and colors that are available and the special characteristics of Japanese maples. That's not all — propagation techniques and excellent cultural requirements are included.

The encyclopedic section contains descriptions of hundreds of plants and, where possible, the meanings of the Japanese names. Photos enhance this scholarly work. Written for gardeners at every level, the text flows flawlessly.

Sharing wisdom

The 12-Month Gardener: Simple Strategies for Extending Your Growing Season, Jeff Ashton (Lark Books, a division of Sterling, \$24.95), is basically about making your own cold frames, row covers, greenhouses, etc.

Ashton calls many of them contraptions. He shows that it's not always necessary to use new materials — recycled materials work perfectly well. He makes it all seem so simple; the photos and drawings are a great help. A list of vegetables for cold weather gardens is a bonus.

Jane Gifford has written *The Wisdom of Trees* (Sterling, \$17.95, paper). Using the Celtic alphabet as her base, she describes many familiar trees to share the magic of each one.

We learn about the traditional meaning, healing properties, fencer remedies, culinary uses and folklore associated with each tree as well as the alternative names. The wonderful photographs are mystical and the stories about each tree are interesting.

For instance, ash, the world

Please see FIGLEY, C2



Magnificent maple: Japanese maples make attractive specimen plants.