

Passbook defended, called good buy

EDITOR:

On Wednesday, Jan. 23, 1974, you printed a letter from a Jean D. Chester who was disappointed with her Metro Passbook membership.

It is most interesting to note that the passbook membership she is complaining about was purchased in December of 1972 and she waited one full year to register her complaint. This was after the membership had already expired on Nov. 1, 1973.

It was our opinion at the time that there was no basis for her complaint. However, we made the effort to contact her by phone, and found her uncooperative. We were given the impression that she was just trying to make trouble.

In reference to her bonuses that she did not receive, she claims to not have received her subscription to the Metro Discount Buyer's Guide. Had she examined her passbook, she would have found the buyer's guide was contained in the passbook.

Her Encore magazine would have been sent to her, providing she had mailed in the registration card from the back of the Metro Passbook.

The membership in the Society of Gourmet is also prepaid, and in the Encore magazine there were several trip offers which are sponsored by the Society of Gourmet.

Concerning the Beef 'n' Booze party, we tried to explain that they were scheduled for July, August and September and the restaurants canceled due to the meat shortage which was beyond our control.

Mrs. Chester also complained about the book being useless — that is, some of the coupons were not usable because the restaurants had gone out of business or changed ownership. She admitted in her letter that she had received a notice detailing those restaurants out of business or changing ownership and the replacement coupons for these restaurants.

Since these are only contained in the Encore magazine, she obviously received her Encore subscription. Considering there are over

READERS' FORUM

Please type (or write clearly) and limit letters to 300 words.

- Letters must be signed, with the writer's address. Names will be withheld only at the writer's request and for good cause.
- The editor reserves the right to reject unsuitable letters.

700 restaurants, theaters and sports events and establishments in the Metro Passbook, we do not have a crystal ball and cannot determine, especially in today's severe economic conditions, who will remain in business for the full length of the membership. Therefore, we send replacement coupons during the year and maintain 24-hour for all members to call at their convenience in order to learn who is out of business.

She further complained that her daughter was short of money and therefore the \$8.50 purchase was a large expense for her daughter, claiming that her daughter could have saved up to \$3,000, certainly a Metro Passbook is one of the best buys around.

Note: She indicated that she bought a passbook. If you will read the rules of the passbook, you don't buy a passbook, you join a club and the passbook is free.

Please also note the notation that she called us on Jan. 7, 1974 and our personnel indicated that she was naïve, threatened to call Contact 10 and she wanted a refund on her 1973 book, which had already expired and our public relations staff asked her why she waited so long to complain and indicated that if she would return her book, we would be very happy to give her a refund, but she preferred to write to your paper. We feel that her letter is totally without merit and that she was taking out her gripes on our company who is trying our best to satisfy customers. When people buy cars or any other merchandise, they don't seem to mind all the defects. But when there are over 700 participants in the Metro Passbook, which can save them over \$3,000, they blame it on our company when a restaurant who has a contract with us goes out of business, changes owners Mr. refuses

to honor. I'm sure our members recognize that wherever it is allowable under Michigan law, we will take legal action against any company that does not honor our contract.

Further, our company will always give replacement coupons or refund to anyone who is dissatisfied with the membership when it is returned with a reasonable length of time — not a year later.

DAVID A. KERSH
President, Metro
Southfield

Plaudits for party workers

EDITOR: This letter is in response to Tim Richard's recent editorial: "Politicians getting bad rap" in the Feb. 13 Observer. We compliment him on his compassion.

It is quite true that all politicians and party workers suffer from the folly of a few. It is also true that large sums of money generated at the top do not filter down to the local political clubs.

What is the difference between political parties? Philosophy. And so the party faithful struggle along, attending meetings, delivering literature, making phone calls, organizing fund-raising and a million other time-consuming but accepted duties and responsibilities. Where would those running for office be without us?

It is confusing to know at least one reporter doesn't think we are terrible. We appreciate and thank you for your kind words.

REPUBLICAN WAYNE 2ND CONGRESSIONAL DISTRICT COMMITTEE

Capt. Yoder wins applause

EDITOR: I think we as a community should extend a special shout-out to Capt. Yoder of the Salvation Army for his concern and efforts in helping Plymouth firemen after battling the fire which destroyed the State College of Beauty.

He was there as usual with hot coffee and doughnuts for the firemen after their courageous battle with the fire. This community is surely blessed to have such a citizen.

BARBARA LEEDS
Plymouth

Liberal poison harms America

EDITOR:

May I take the liberty to reply and take issue with Philip Power's article of Feb. 13, "Strange things are happening" in which he seems very much disturbed and frustrated at the final awakening and becoming aware of the American citizens of the sinister forces in our nation by whom we choose to call "middle American radicals"?

He seems to be very happy as a sociologist from U. of Michigan as Mr. Doubt Warren agrees with his liberal views that if one is a patriot and a constitutionalist who is concerned at the threat of welfare state and socialist take over of our government you automatically are a "radical."

Too long have we Americans been brainwashed with a one-sided liberal poison propaganda and one-sided reporting. Now when people are beginning to try for themselves and to try to inform themselves on the true state of what our politicians and news (liberal) media has been feeding us he is unhappy. Too bad.

ROSALIND JAQUES
Livonia

Tennis is a good deal

EDITOR:

Several weeks ago an article was printed in the Observer about tennis clubs. Being avid tennis fans, we feel that article was very biased. It intimidated the lives of tennis clubs, stating the Northwest Racquet Club rates and comparing them to the costs of ice skating and bowling.

How about the thousands of Observerland skiers? We

think the rates they pay, all toll, are ridiculous — but only because we don't ski. If summer skiing were made available in this area, we're sure hundreds of "ski nuts" would pay any fee to continue the fun and exercise year around. They just aren't as fortunate as we tennis players are to have the facilities.

The above mentioned article gave only the flat membership and court fees, which was really incomplete. There are so many extras included.

For example: Saunas and whirlpools available at all times, free babysitting, ladies day and mix singles times each week (two full hours of tennis with instruction, including refreshments for \$2), the hot dog special for kids (two hours of tennis and all they can eat for \$2).

Plus the club parties — tennis from 6 p.m. until 2 a.m., great food and wine all for \$6 per person. Not to mention all the great fitness and year-round physical fitness program we've discovered.

In view of the swell management and people at the Northwest Racquet Club, we are sure we are expressing the opinion of many serious Observerland and other area tennis club members. It is mostly a matter of personal preference. Would you rather spend \$3 an evening for skating, sitting in a stuffy show, or playing tennis?

JOHN and KAREN HARVIE
Plymouth

Family now fire conscious

EDITOR:

In the aftermath of the tragedy that claimed the lives of the Burnham family in Canton Township, my wife and I decided to conduct our own — fire drill. We discussed various plans of action that would give us what we felt would be the best chance to survive a fire.

DAVID J. BURTON
Plymouth

Area Deaths

RESIDUE A. ANGLIN — Services for Mrs. Anglin, 82, of 12021 Levee, Redford Township, were in Redford, Ky., with arrangements by Mrs. J. Will Funeral Home, Redford. Mrs. Anglin died Feb. 14 at Midwestern Nursing Home. She had been 33 years Mrs. Anglin moved to Redford in 1958. She was a housewife and a member of Redford Catholic Church.

Burnham are sons, James and Larry, both of Redford Township; daughters, Martha Children of Ohio and Nora Gardner of Florida; a brother, Clyde Linnette of Kentucky; a sister, Jeanette O'Quinn of Indiana; and Mrs. Burns and Mrs. Burns, both of Redford. 13 grandchildren and 29 great-grandchildren.

ELIZABETH AYOTTE — Services for Mrs. Ayotte, 84, of 4444 Newbury St., Plymouth, were in Our Lady of Loreto Catholic Church following funeral services in the Charles E. Step Funeral Home, The Rev. Fr. Ryan officiating. Burial was in Our Lady of Loreto Cemetery.

Mrs. Ayotte died Feb. 19 at Danforth Grace Hospital. She had recently moved to Plymouth after a year and a half in Redford. She was a housewife.

Burnham are her husband, Ernest, a son, Thomas; three other children, Russell, William and Henry; and a daughter, Lila Lee.

JANE E. BURKLAND — Services for Mrs. Burkland, 54, of 2816 Melrose, Redford, were in Henry Sundquist Funeral Home with the Rev. Ernest W. Dunn of the Northwest Presbyterian Church of Livonia officiating. Burial was in Our Lady of Loreto Cemetery.

Mrs. Burkland died Feb. 14 at Danforth Grace Hospital after an extended illness. She had been 21 years in a Newbury Heights and last was employed at St. Mary's Hospital. She was a long-time Redford resident.

Burnham are her husband, Ernest, a son, Robert and Gary of Southfield; two sons, Robert and Gary of Southfield; and a daughter, Mrs. Joseph (Ann) Paskas of Los Angeles.

JOSEPH CELANO — Services for Mr. Celano, 89, of 17421 Levee, Redford Township, were at Our Lady of Loreto Catholic Church following funeral services in the Charles E. Step Funeral Home, The Rev. Fr. Ryan officiating. Entombment was in Holy Sepulchre Cemetery. Mr. Celano was a retired Ford Motor Co. employee and lived in Redford 20 years. He died Feb. 19 after a lengthy illness. He was a native Italian.

Burnham are the children, Rosalie Mathews, Charles, Salvatore, Peter and Antoinette; wife, 21 grandchildren and 14 great-grandchildren.

FRANK E. CROCKER JR. — Services for Mr. Crocker, 55, of 3515 Armiton, Livonia, were in the R. G. and D. R. Harris Funeral Home with the Rev. James A. Crawford officiating. Burial was in Holy Sepulchre Cemetery. Mr. Crocker died suddenly of a heart attack Feb. 18. He was a Livonia administrative assistant for the Detroit Board of Education assigned to Juvenile Court. He had been in Livonia 11 years and was a member of Village United Presbyterian Church.

Burnham are his wife, Berline; two sons, William and Robert; daughter, Margaret Ann and Cathy; his parents, Mr. and Mrs. Frank E. Crocker Sr., and a sister, Mrs. Barbara Graham.

LUTHER E. DUELL — Services for Mr. Duell, 76, of 2541 Orchard Lake Rd., Farmington Hills, were in Thayer Funeral Home with the Rev. John H. Howell of the First United Methodist Church of Farmington Hills officiating. Burial was in White Chapel Cemetery. Mr. Duell died suddenly Feb. 17. He was a retired self-employed painter and decorator, past president of the Pioneer Golden Age Club, and a member of Farmington Hills 1555 VFW. He was a World War II veteran and had lived in Farmington Hills 15 years.

Burnham are his wife, Beulah; a son, Donald E. of Detroit; a sister, Mrs. Mary Beulah; brothers, Lawrence, Charles, William and Henry, all of New York, and three grandchildren.

VERNON D. DUMAS — Services for Mr. Dumas, 75, of 2743 Inshore Rd., Farmington Hills, were in Henry Sundquist Funeral Home with the Rev. Walter R. MacIntyre of Prince of Peace Lutheran

Our house is the same basic colonial as the Burnhams' house, and we have two small children. In defining responsibilities, it was decided that upon detecting a fire while sleeping, each of us would go into a bedroom and take the child out the front window. In our semi-drill and under ideal conditions, we found that we could get into the bedrooms, open the windows and get the kids outside — both of us being "blinded," all with one breath.

There was one problem, however, and that same problem may have faced the Burnhams, disgusting the reason why they did not take the "obvious" route out the front windows.

Neither my wife nor I could open the windows. In our semi-drill it didn't matter — we knew they were frosted shut. But while trying to get out of the house during a fire and not having any prior drills, I doubt that I would try to figure out why the windows were stuck (we are assuming that the heat was not yet intense enough to unfreeze the windows). I'd search my smoke-infested mind for the next plan of action, and it could be that I'd be at the point of grasping for straws.

We as a family are certainly more fire conscious now (no thanks, incidentally, to the grief-mongers who so brazenly advertise their fire warning systems in a community that may have had some kind words to say about them had their efforts been made before rather than after). We feel the whole community is more fire-conscious now, but what a terrible sacrifice had to be paid for community awareness.

DAVID J. BURTON
Plymouth

Pet series gets plaudits

EDITOR:

Better late than never! I'm sorry it has taken so long, but I MUST write and congratulate the Observers for carrying the four-part series on pet overpopulation.

I only wish more newspapers would devote as much space to this problem. Thank you sincerely, and please keep up the good work!

M. J. SARNA
Warren

School chief says thanks

EDITOR:

Please accept our thanks and appreciation for Leonard Payer's magnificent editorial supporting the recent millage renewal.

The support of the newspapers is particularly gratifying since the voice of the community it sees, hears and represents all views. His objective analysis meant a great deal.

TIMOTHY J. DYER
Superintendent
Wayne-Westland
Community Schools

More obituaries on page 7B

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