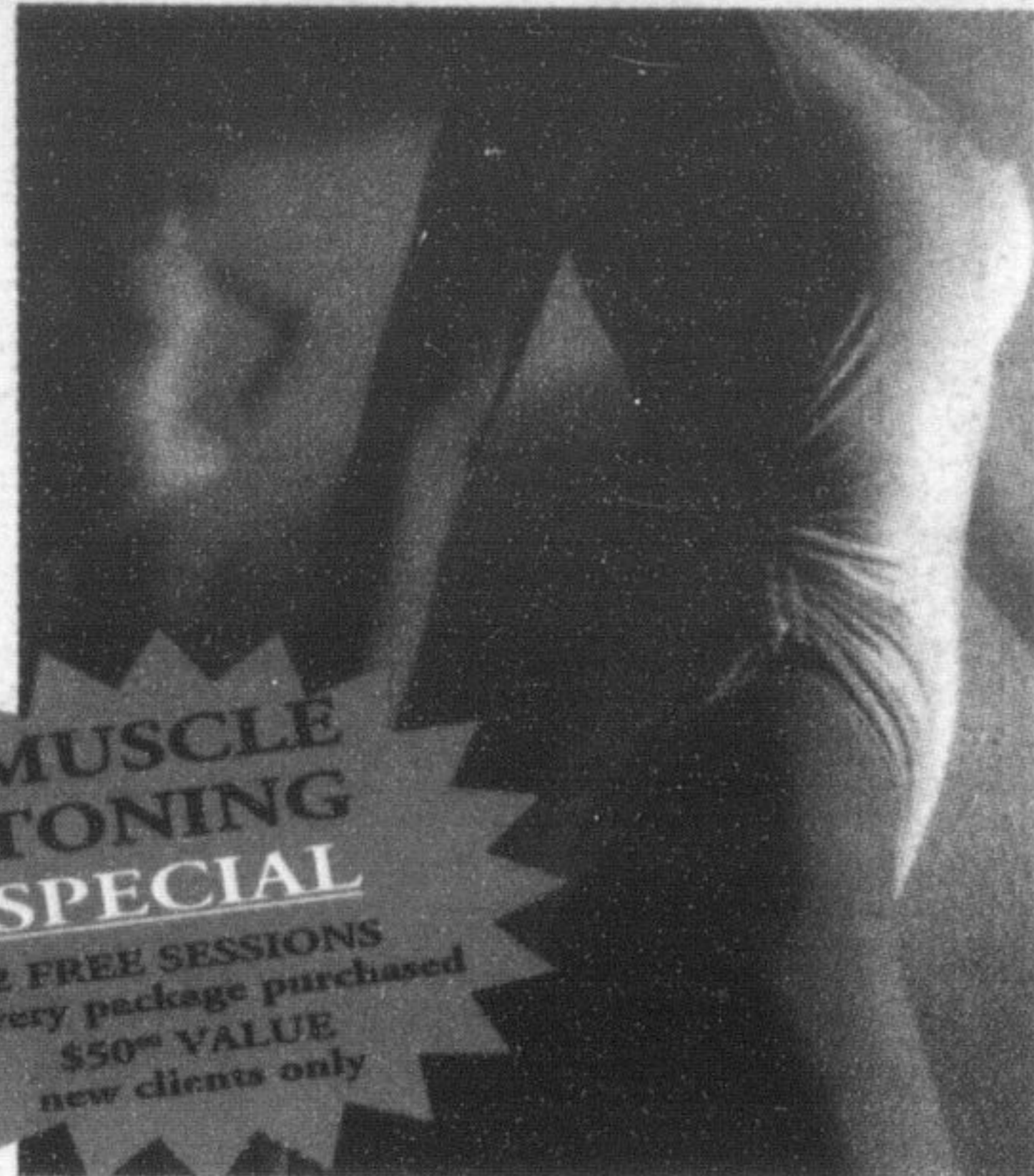


Read Murray Townsend's column in our Lifestyles section every second Friday.

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# She had some good points, but not about everything

• from I THINK on page 12

This time, however, I think Ms Imus had some good points, but not about everything. If, for example, I concentrated on my own shortcomings before complaining about anyone else's, I would have no time left for complaining.

And the part about moving my hand when they don't bother to look at me when giving my change? Well, I don't think that's showing that I'm rude and uncoordinated. I will admit, though, that it shows that something is wrong with me because I think it's hilarious.

But, I think she's right about treating people the way you wish to be treated in return. I have become so jaded with the service at fast food and coffee places that I approach the counter in a sullen demeanor. Ms Imus suggests that if I were to be pleasant to them they would be pleasant back. Incidentally, everybody I talked to about the subject agreed that the service was atrocious and added some stories about their own experience.

We're not talking about teens

everywhere, just the major chains. I thought I had made that clear the first time. With that in mind, however, I set out to use the 'Imus Method'.

My first attempt was at a drive-through coffee place. I painted a smile on my face while ordering. I was determined to be the most pleasant customer that place had ever seen. "Drive ahead," said the talking voice box when I was finished ordering.

"Hello!!" I beamed when I reached the window. There was a person behind the window person chatting away, but the window person looked directly at me as I handed her the money (and Ms Imus will like this) I dropped some of it on the ground by accident. I swore (she won't like that) and opened the car door to scrounge around for it. The person smiled at me for a second and then shut the window because I was taking too long. I eventually found it and they came back to the window as I sheepishly contemplated whether I really was as uncoordinated as Ms Imus suggested. I left a tip as an excuse for my own shortcomings.

My next attempt was at another drive-through a couple days later, just to the east of Milton. I had already ordered at the talking machine, which I didn't smile at this time, so he handed me my coffee without a word as I handed him the money and waited for my change.

I cleared my throat as I waited. "How is your day going?" I repeated to myself as per Ms Imus' instruction. Yup, Mr. Friendly was going to get his due.

He came back, deep in conversation with somebody behind him and stuck his hand out the window with the change, his head turned. What now? I was tempted, believe me. Just a little movement of my hand and he would learn a lesson. But, no, it wasn't part of the Imus Method.

I didn't put my hand out right away, and he turned his head for a quick glance to find it, which I reluctantly shoved forward. He dropped it in my hand without a word or another look and slammed the window shut. I stared at the glass partition. "How is your day going?" I asked it.



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**Thurs/Fri**  
Dec. 14: 3-8 pm  
Dec. 20, 21: 2-8 pm  
**Saturdays**  
Dec. 15, 22: 11-8 pm  
**Sundays & Xmas Eve**  
Dec. 16, 23, 24: 11-4 pm

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**Sun. Dec. 16, 23** 10 am to 5 pm  
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**Boxing Day** 10 am to 5 pm

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