

TAKING TIME

by Rebecca Escott
Extension Home Economist



It seems like this last month, I have had to put to use a lot of the lessons I constantly am sharing with other families.

This past weekend my waffle iron died. I spent \$60 on it less than six months ago and maybe used it a half dozen times. I was angry, and I had to think. "Do what you tell others to do."

So I cleaned the appliance. Found the recipe booklet and receipt from the store. (It's a good thing I'm in the habit of keeping receipts... But I found out later I should have saved the box, too.) I took it back to the store and confidently asked to speak with a manager.

In the back of my mind, I kept repeating the age-old techniques of

effective complaints:

- Speak calmly and slowly.
- State the exact problem. Give as much pertinent information as possible (about when, where you purchased the item; when, how you noticed the problem, etc.)
- Do your homework. (Have the receipt or other verifying paperwork with you. I strolled around the store, found the exact same model selling for the same price, and read a two-year limited warranty notice on the box flap.)
- Suggest an appropriate action for the other party to take. I asked if it was possible to exchange this damaged appliance for a new one. Fortunately, the store was willing to do this, and I didn't have to go through the process of contacting

the manufacturer.

But it was good to get back to practicing a few of the principles I teach on a regular basis. I started wondering how many people would simply have junked the appliance instead of speaking up and getting some satisfaction from the business or company involved.

The second area I began to experience the reality of my own principles was family budgeting. For two weeks, I've been teaching workshops at an area company about "Balancing the Two-Week Pay Check." I talked about how to look ahead, discuss expenses, and to regularly save to cover occasional bills.

Well, just to keep me honest, my

family experienced several unusual challenges to our budget. First, because of some of my own misfiguring, we nearly overdrew our account and needed to transfer some funds quickly. I'm glad I check the accounts regularly so the checks didn't bounce. Then we had the "opportunity" to join some friends for a concert and dinner — to the tune of almost \$75. My husband I really wrestled with that choice. Did we really want to go? Would we rather use the money in another way? Did we have that kind of money to spend at this late point in the month? We went, and we were glad. Yes, and we paid for the tickets in cash.

The last glitch same on the day

we had intended to order carpet for our bedroom. My husband calmly mentioned to me that rumors were circulating at work about lay-offs (just one week after I wrote the last column about losing jobs)! By the end of the day, he had survived a 10% across-the-board cut. We deposited his pay check and ordered carpet — on sale.

This past month was a good reminder to me of how important it is to practice the principles I preach. This time things worked well. It may not always be the case but I am glad that I get to live and walk the lessons that I share with others. It keeps me honest. I really can appreciate other families' challenges, too.

Berks County Extension Home Economist Faye Strickler Answers Questions

I bought self-rising flour by mistake. What other ingredients have been added to all purpose flour to make it self-rising?

Exactly 1 1/2 teaspoons baking powder and 1/2 teaspoon salt have been pre-blended into each cup of enriched self-rising flour or corn meal to save mixing and measuring steps and prevent mistakes.

Why doesn't my new refrigerator have a molded egg compartment on the door?

Home economists have found that, since egg shells are porous, eggs deteriorate much faster when they're left uncovered in the door. To prevent moisture loss, it's recommended that eggs be kept in their carton.

Consumers also told manufacturers that they wanted to be able to use the door space for other items, since some people don't use eggs. So they made the inner door panels more flexible and spacious to accommodate 2-liter bottles and gallon milk and juice containers.

I recently bought my daughter a microwave which is rated at 800 watts, but it doesn't cook any faster than my older 650 watt oven. What's going on?

In 1990 the Department of Energy set standards for measuring microwave power by adopting

an internationally recognized testing procedure call "IEC-705" which changes the wattage rating. For instance, a microwave made before the new standards might be rated at 650 watts like yours, while the same microwave made after 1990 would read 800 watts like your daughter's. But there is no actual change in power or cooking performance. The new rating method results in designations of approximately 50-150 watts higher than the old standards.

Just be aware that for some time, microwaves made before and after the new standards will be on store shelves at the same time. You'll need to read the serial plate to know when it was manufactured, and that will help you tell what rating system was used.

Battensburg Lace Class

WEST CHESTER (Chester Co.) — Battensburg lace is a Renaissance lace made with tape and thread. Try your hand at this art on Wednesday, September 30, 1992, 9:30 a.m.-12:30 p.m., at the Chester County Cooperative Extension office, 235 W. Market Street, West Chester. Registration is due by September 21; the \$10 fee includes beginning kit, handouts, and instructions by Kerry L. Reynold. Make a delicate heart that can be used as an ornament or applied to a garment or pillow. For further information contact the Extension office at (215) 696-3500.

PRECISE CONCRETE WALLS, INC.

For All Your Concrete Walls And Construction Needs

Agriculture - Residential - Commercial

- Buildings • Basement • Floors
- Retaining Walls • Footer
- SCS Approved Manure Storage Pits
- All Types Of Flat Work

Specializing In Manure Storage Round or Rectangular In Ground or Above Ground



50' x 65' Rectangular Manure Storage With Pit Entrance Ramp

Invest In Concrete, Quality Work That Will Last A Lifetime

CALL FOR **FREE** ESTIMATES AND SEE HOW AFFORDABLE CONCRETE WALLS CAN BE

CONTACT **STEVE PETERSHEIM** 717-355-0726

PRECISE CONCRETE WALLS, INC.

601 Overly Grove Road, New Holland, PA 17557

GSI GSI GSI GSI GSI GSI GSI GSI GSI GSI GSI GSI

EFFICIENT MANUFACTURING TECHNIQUES GSI

RELIABLE FACTORY-TRAINED DEALERS GSI

COMPLETE LINE OF TOP-QUALITY GRAIN DRYERS GSI

PRIME COMPONENTS GSI

PRODUCT SUPPORT GSI

GSI

GSI

GSI

GSI

GSI

GSI

GSI

GSI

GSI

GSI



TIME TO GO -- GSI

HHEY EQUIPMENT COMPANY, INC.

SYCAMORE IND. PARK
255 PLANE TREE DRIVE
LANCASTER, PA 17603
(717) 393-5807

Route 30 West at the Centerville Exit.