

● Of This 'n That

(From page 1)

horses.

It is easy to understand what the loss of their beloved horses meant to the owners and their families.

One of the horses that was lost in the fire was "Man About Town," owned by Lynn Beyer, great-grand-

daughter of John E. Schroll, founder and publisher for 50 years of the Mount Joy Bulletin.

Lynn, a sophomore at McCaskey high school, and an honor student, had owned "Man About Town," a beautiful chestnut horse, for about a year. Each day, after school, plus Saturdays and Sundays, she spent an hour or so at the stables, "work-

ing out" her horse and keeping him in good condition.

Last summer she won several blue ribbons with him at horse shows, in equitation classes, and her Christmas card to her friends this year was a photograph of her and her horse taken at the Pennsylvania National Horse Show in Harrisburg last fall.

Walter Scheffler, 178 Man-

heim Street, brought an interesting and beautiful thing to the Bulletin office this week.

It was a tray, the frame of which was made of polished and inlaid wood. Under the glass, on the bottom of the tray, was an intricate design fashioned of real butterfly wings.

We are not an expert on butterflies, so we can't tell

you from what kind of insects the wings had been taken. But we do know that they were colorful, iridescent, and very lovely.

A friend of Mr. Scheffler's made it for him almost fifty years ago.

Two letters came to the Bulletin this week from VietNam. One was from Gene Mateer, who worked as a pressman for us for about two years before entering the service. The other from Abram Geltmacher, son of Mrs. Claude Grosh, 204 S. High street. Both are printed in full in the "Letters to the Editor" column in this week's Bulletin.

'Bill of Rights' For Postal Users

Postmaster Elmer Zerphey today called attention of Mount Joy mailers to the new "Postal Customer's Bill of Rights" to help meet President Johnson's government-wide goal of improving the quality of federal services to the public.

Directed at post office window services, Postmaster General Lawrence F. O'Brien has ordered the Customer's Bill of Rights implemented by two immediate steps at Mount Joy.

1. Posters will be displayed in the post office lobby and service counters containing 10 points which specify the kind of treatment customers have a right to expect.

2. Instructions from Mr. O'Brien call for careful observance of all points in the "Postal Customer's Bill of Rights." The instructions also provide directions for the most efficient management of window services.

The posters tell customers they are entitled to:

1. A neat, clean counter on which to transact business.
2. Service by a well-groomed, neat window employee.
3. A friendly greeting that expresses a desire to assist.
4. Knowledgeable, well-informed, interested window personnel to help with postal needs.
5. Prompt, alert and efficient service.
6. Competent and correct information on inquiries.
7. An attitude that reflects helpfulness, patience and congeniality.
8. The courtesy and tact that would be expected from a friend.
9. Polite referral to another window or individual, when necessary, to give the appropriate service.
10. A feeling, upon leaving, that the post office is glad to serve and help at all times.

Instructions for fulfilling "The Postal Customer's Bill of Rights" are being distributed to all window personnel by Postmaster Zerphey.

Mr. O'Brien stated in connection with the new postal service improvement effort:

"President Johnson insisted that every federal employee give added attention to providing the American people with the very best service possible ... Since your daily duties bring you in direct and continuing contact with our customers, I would like to tell you what I consider the type of service the American people have a right to expect when dealing with the largest business operation in the world."

In addition to improving relations with customers, Postmaster Zerphey said, the "Customer's Bill of Rights" can expedite handling of transactions at the windows and make the service more efficient.

He urged Mount Joy residents to assist in this effort, by stating their needs clearly, and having money and any necessary filled-out forms (Turn to page 3)

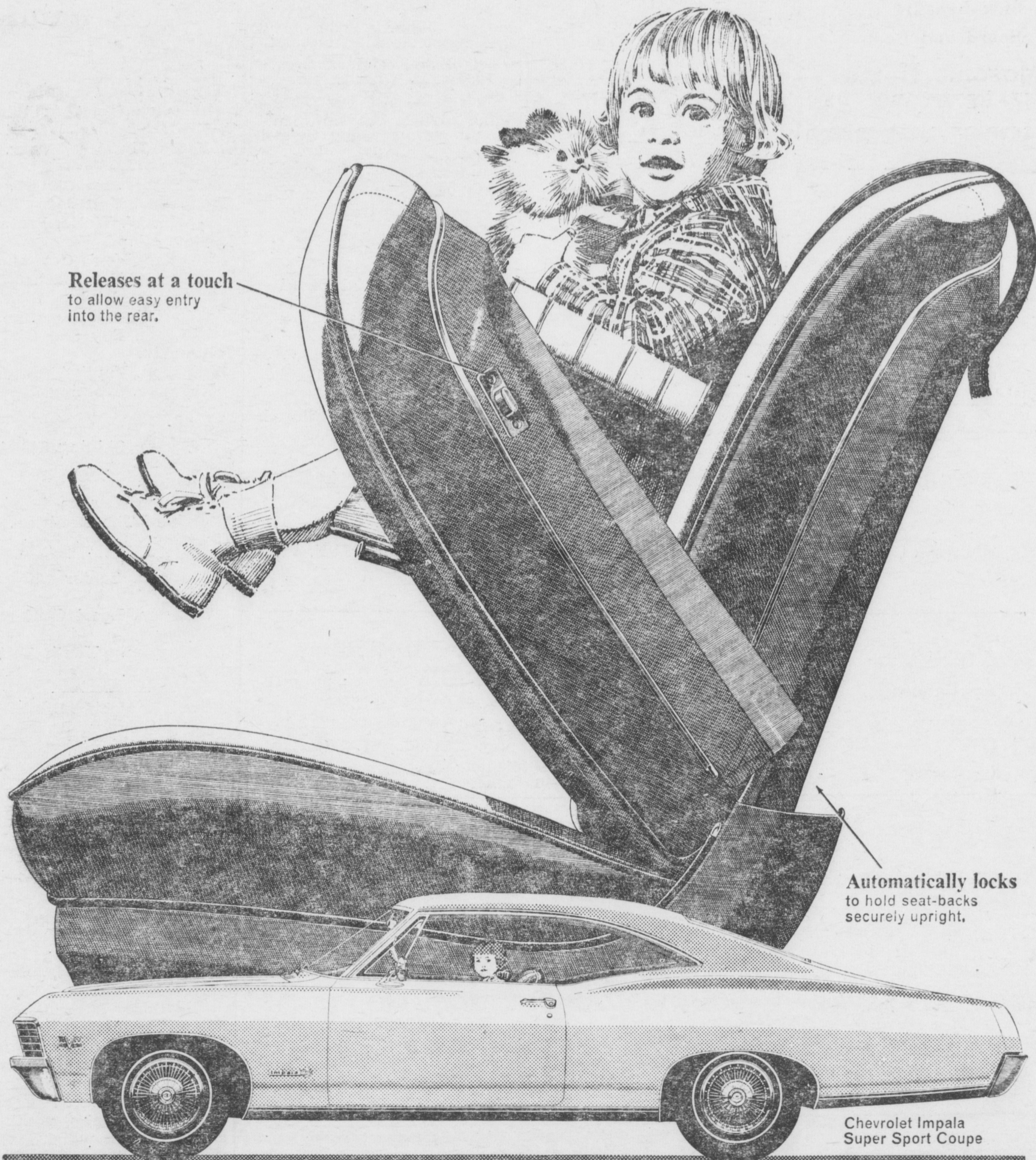
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