

“Gary” continued from page 1

He services all major appliances, including the normal refrigerators, ranges, washers, dryers, cook tops and dishwashers. The only appliance-related task he doesn't take on is replacing a compressor or other job that requires breaking into the sealed system on a refrigerator or freezer. Because the system is hermetically sealed, this is rarely the cause of a problem with these appliances.

Reliability is something Gary considers important to customers. “When I get a call, I can pretty much guarantee I'll be there within a stated two hour time span” he says. “A caller doesn't have to take off work and wait around all day for me to show up. I'll always call them when I'm actually on my way” he says.

“I don't mind customers looking over my shoulder when I'm working on their appliance” says Gary. “When they see I'm not just reaching in my tool box for a bigger hammer they get a sense of confidence that I know what I'm doing.”

Comparing himself to some of the big guys Gary says, “Some of the ‘factory authorized’ service techs are inclined to be parts changers. You describe the symptoms to them and they respond by systematically replacing parts. When I make a call, I have to analyze the problem and make an accurate diagnosis. I can't return parts after I've bought them so I have to get it right the first time.”

A normal five day 8 to 5 workday is Gray's preference, but he acknowledges he has been known to make exceptions, even going out on Sundays to handle special situations for his customers. During our conversation, Gary continually

alluded to how important he considers customer service. “We live in a small community and word gets around” he says “word of mouth is the best form of advertising.”



Gary has an office in his home, but his truck also serves as an office on wheels. Clearly, he's state-of-the art. Note the laptop computer and the GPS receiver on the dash in the upper left corner of the picture.

Here's a quote from Gary that pretty much sums up his attitude about how he earns his living: “If you love your work, you'll never work a day in your life.” And he surely comes across as a man who loves his work.

Gary has a web site, which, among other things, offers visitors an appliance tip of the month. Here he lists simple appliance maintenance items that a homeowner can take care of without expert help. He says he's just as frustrated as the homeowner when he has to charge for a service call to make what turns out to be a simple repair the homeowner could have easily fixed him or herself. His website also allows you to print a coupon good for a discount on an appliance repair, so be sure to check it out at

www.a-reliable-repair.com

He has a phone too, of course. His cell number is 616-836-6003. Give Gary a call next time you need an appliance doctor.

End

NEW FACES AT OUR LIBRARY



Robert Vande Vusse. Interim Director

Robert (Bob) Vande Vusse assumed the position of Interim Director of the Fennville District Library on July 7th. As “Interim” director, he temporarily fills the position vacated by Mary Hill, the former director, until a permanent director can be hired. Bob has applied for the position on a permanent basis and will be considered for the permanent position along with several other candidates.

Bob and his wife Barbara live in Holland. They have three grown children and “more grandchildren than I can keep track of” to use his words. He holds a BA in History and Education and a Masters degree in Information and Library Studies. For 22 years he was the Library Media Specialist at Holland Christian High School.



Karmen Kooyers, Youth Services Librarian

Another new face at the library is that of Karmen Kooyers who takes over as our new Youth Services Librarian.

See “Faces” page 3

Tuesdays in the Park Finishes Record Season with *Shout Sister Shout*

Another successful concert season drew to a close on August 5th with the group *Shout Sister Shout* shown at right. While it's difficult to count people who aren't lined up in neat rows and columns, the consensus of our head counters was that this was the biggest turnout we've had this season — and very likely the biggest since we started the concert series six years ago.

We've seen continuing increases in turnout for our concerts each year as the word spreads and more people turn out to hear the music, let the kids play in the playground and perhaps even socialize with friends and neighbors they don't see very often.



l to r: Joe Wilson, Joshua Davis, Rachael Davis, Dominic John & Andy Wilson

“Faces” continued from page 2

A resident of Holland, Karmen comes to our library with over 20 years experience working in public schools, libraries and youth daycare. She's a published author in children's magazines such as *Ladybug* and *Cricket*. She holds a Master of Fine Arts in Writing for Children.

Karmen plans to continue story craft times and the teen advisory group programs. Some new programs she plans to add include music exploration, author visits, oral storytelling, writing workshops, plays and drama skits. For older youth there'll be cooking an craft sessions.



Ashley Busscher

replaces Ashley Busscher, an Education major at Grand Valley State University. Ashley led the library's youth programs this spring and summer while on break from school.



The pictures above and below show the capacity crowd at the park for our closing session of the season. One young man, pictured below, got a birds eye view of the concert from what some would consider a rather precarious perch up in the tree. Fortunately, it wasn't necessary to call the fire department to get him down afterward.

Kudos to our city employees who always ensure the park looks its best for our concerts. All the wooden playground equipment had been freshly pressure washed and resealed. Several attendees commented that the park

looked especially nice this time. And of course our very special thanks to the many local businesses whose generous sponsorships make our concerts possible.



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Business Tip: Signage should be a major part of your marketing strategy. Signs are a vital part of small businesses and can be the most efficient, effective and consistent device for generating sales.



Message from the President

I'd like to tell you a story. It's a story about how one human being reached out to help another human being in an hour of need. It's a story of what I believe represents the true spirit of Fennville and would make anyone proud to be a member of this community.

First the cast of characters:

Sue Park, who many of you know, is a retired Fennville Public School teacher. She lives alone, her husband having passed away some years ago.

Sue Martin, who many of you know, works at Dickinson Hardware store downtown.

One very cold morning this past winter, Sue Park woke up and soon found out that something disastrous had befallen her well during the night. She was without water! Not knowing what to do, she went down to Dickinson Hardware and, almost in tears, described her situa-

tion to Sue Martin, who happened to be working at the time. Her years working in the hardware store have made Sue Martin something of an expert on a wide variety of hardware-related problems that can befall a homeowner.

After hearing Sue Park describe the symptoms, and recalling that the temperature had dropped well below freezing the night before, Sue Martin thought she had a pretty good idea of what was causing the problem. She looked up at the clock and said she was finished work in 20 minutes and that she'd come to Sue's house with a replacement for a part she thought might have succumbed to the extreme cold the night before.

Sue Martin showed up at the Park residence as promised. She'd not only brought a replacement for the part she suspected was causing the problem, but her brother as well to help with the installation. A half hour later water again flowed in the Park household. All was

well with Sue Park's well. Pun intended.

Isn't that a heartwarming story? And again, it represents the true spirit of Fennville and one we'd like to perpetuate.

Do you know of a similar story where one of our citizens reached out to another in an unselfish act of kindness? If you do, call me or send me an e-mail describing the incident and I'll report it in our newsletter. You can reach me at (269) 686-6854 or at jlytle@fennvillenews.com

Kindness is contagious and we want to create an epidemic.

Reminds me of a bumper sticker I saw recently. It went something like this:

PERFORM SENSELESS ACTS
OF KINDNESS AND
RANDOM WORKS OF MERCY

