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1. Reflections

If you're reading this via Facebook or LinkedIn, please be advised that you will get it quicker if you get it via email. Another advantage: You'll never miss it that way because you may not have logged in for a day or two. And in the unlikely event you're not already a subscriber, all you need to do is send an email to: bjinbc@aol.com and put SUBSCRIPTION in the subject line.

A. Cynthia, my beautiful bride, and I:

(1) Sold our Billmore Lake home! See bottom of this section for the BLAINESWORLD BEST AWARD for additional information.

(2) Enjoyed our meals at Piazza, an Italian restaurant a few miles away from us.



(3) Had trip down Memory Lane when we came across this picture from our wedding. That's Pat Hannigan, our friend and photographer, with us.



B. The show I'm in, TRAITOR, opened and is going well—in large part because of an extremely talented cast. (See below.) As of Sun., March 15, it is slated to also run next week. But with conditions changing daily because of the corona virus, your best bet is to check this link to find out what's happening and/or to purchase tickets: [Here](#). I do hope you can make it!



C. Cynthia got to spend some time with her friend Connor Ray and an unidentified photobomber.

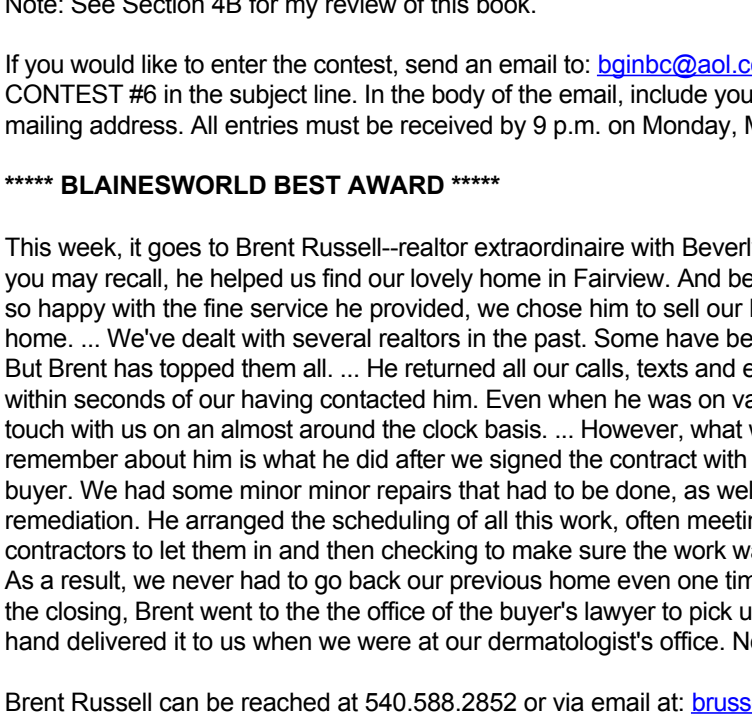


D. Catch my regular BLAINESWORLD show that featured (first half) Hank Eder, Owner, Hank Eder Public Relations/Marketing; and (second half) Josh Dorfman, Founder & CEO of Simbly and Creator & Host of The Last Environmentalist Podcast. You can do so by clicking: [Here](#).

Note: Special thanks to Grail Moviehouse for sponsoring the above. To find out what's currently playing, please click: [Here](#).



E. In addition, I got to pinch hit for my friend Nina Heart on her Hart+Art show, and I had the pleasure of interviewing Lori Greenberg (founder of Aurora Studio) and Gallery) and Pam Bahi Robbins (founder of Purple Crayon). To view that show, please click: [Here](#).



F. Condolences to Sally Burke Butcher and family on the passing of Patricia "Pat" Burke, Sally's mother.

G. Congratulations to:

- (1) Honey Woloff and Wayne Hemphill on their engagement.
- (2) Aaron Wesley Means on receiving a Top Trainer Award from Constant Contact.

(3) Tate Albert, Jonathan Forrester, Harrison Burnette, Mattlyn Hull, Beth Norris, Kai Elijah Hamilton, Jim Walker, John Amett, Frank Davis, Lora Ristau, Sara Hassinger and Beth Bristol, among others, on being nominated for one or more of this year's Bennie Awards from Hendersonville Theatre.

(4) Sam Healy on her first patent for a patient gown, along with her father Tom Healy (who was the co-inventor and early developer).

(5) Guy and Anita Sayles on having the Center for Faith and Leadership name the Speakers & Artists Series named in their honor. It will now be called The Guy and Anita Sayles Speakers & Artists Series.

H. There's still time to enter ...

******* CONTEST #6 *******

One lucky reader will win an autographed copy of IGNORE YOUR CUSTOMER: THE SIMPLE PLAYBOOK FOR DELIVERING THE ULTIMATE CUSTOMER SERVICE EXPERIENCE by my friend Micah Solomon.

Note: See Section 4B for my review of this book.

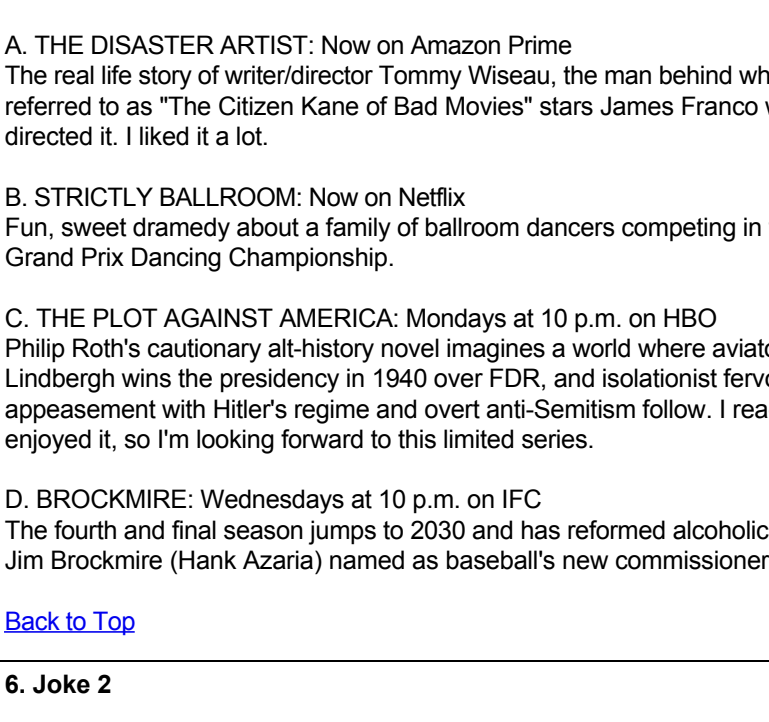
If you would like to enter the contest, send an email to: bjinbc@aol.com and put CONTEST #6 in the subject line. In the body of the email, include your name and mailing address. All entries must be received by 9 p.m. on Monday, March 16.

******* BLAINESWORLD BEST AWARD *******

This week, it goes to Brent Russell—realtor extraordinaire with Beverly-Hanks. ... As you may recall, he helped us find our lovely home in Fairview. And because we were so happy with the fine service he provided, we chose him to sell our Billmore Lake home. ... We've dealt with several realtors in the past. Some have been quite good. But Brent has topped them all. ... He returned all our calls, texts and emails, often within seconds of our having contacted him. Even when he was on vacation, he was in touch with us on an almost around the clock basis. ... However, what we'll always remember about him is what he did after we signed the contract with our eventual buyer. We had some minor minor repairs that had to be done, as well as radon remediation. He arranged the scheduling of all this work, often meeting with contractors to let them in and then checking to make sure the work was done properly. As a result, we never had to go back our previous home even one time. ... And then, at the closing, Brent went to the office of the buyer's lawyer to pick up our check and hand delivered it to us when we were at our dermatologist's office. Now that's service!

Brent Russell can be reached at 540.588.2852 or via email at: brussell@beverly-hanks.com.

He is pictured below (far right), along with Philip C. Price (far left)—our equally fine real estate attorney who can be reached at 828.633.2374.



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2. FYI

Annemarie Brown: Love it. ran into someone we know yesterday at a restaurant and he gave us the elbow bump...awkward and maybe tooooo close? I love the foot bump will start it today. Think it would be rude to also spray the invisible of the bumper with colloidal silver spray. When you are an elder, you can get away with anything, right?

To see a video on the above, please click: [Here](#).

FYI, part 2

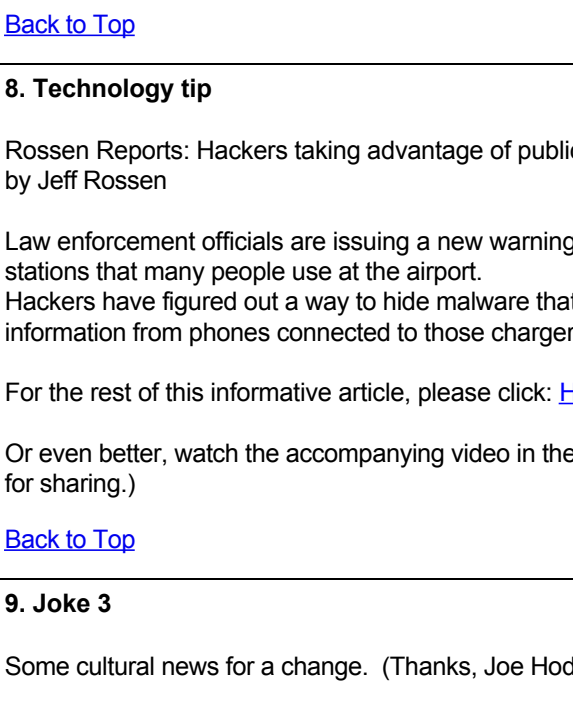
To read each of the following contributions in full, please click: [Here](#).

- (1) Why the Success of The New York Times May Be Bad News for Journalism. (2) Katy Dowdalls: I am so glad the vet saved your friend's dog. (3) Jerry Leventhal: I just read your recent newsletter, and admire how you keep busy and keep in touch. (4) Procrastinate Much? Manage Your Emotions, Not Your Time.

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3. Joke 1

If you're like me and you celebrate all holidays because there is more food, fun and friendship that way, HAPPY PI DAY ... and when you do, you'll be joining number lovers who raise a piece of pie to Pi Day—an international celebration of one of math's most famous constants: the irrational, never-ending number π, pronounced pi (3.14 ...).



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4. Reviews

A. Saw KISS AND CRY on Netflix, an engaging film based on the true story of a promising 18-year-old figure skater and singer who made medical history in her fight against a rare 1 in 3.5 billion type of cancer. Sarah Fisher and Luke Blyk are both good in the leading roles. It is worth watching. NR; appropriate for any age over 8.

B. Read IGNORE YOUR CUSTOMERS AND THEY'LL GO AWAY: THE SIMPLE PLAYBOOK FOR DELIVERING THE ULTIMATE CUSTOMER SERVICE EXPERIENCE (HarperCollins Leadership) by Micah Solomon. ... The author, today's best-known customer service and customer customer experience consultant, shows how you can transform your own customer service and culture—one that you can sustain day after day.

I especially liked his inclusion of case studies and behind-the-scene visits with such companies as Zappos, the Ritz-Carlton Hotel, MOD Pizza and the Cleveland Clinic. And his use of examples made his material come alive, especially this one that he personally experienced:
When my Nordstrom shoe delivery was left in the rain by a common carrier ... and my \$200 shoes were ruined before they even got to me, it put things in a legal grey area. The responsible party might be me, or it might be the trucking company, but to my understanding, it's not Nordstrom.

Yet when this happened to me, not for an instant did my salesperson, Jeanne, even consider saying, "You need to file a claim with the trucking company."

Instead, she told me, without hesitation, the following: "I'm so incredibly sorry that happened, and I'm bringing over a brand new pair of shoes—will you be home in forty-five minutes?"

In addition, I liked his discussion of the 10-5-system every employee at the Hotel Irvine in Orange County, California, is trained to use:
At 10 feet: Look up from what you are doing and acknowledge the guest with direct eye contact and a nod.
At 5 feet: Smile, with your lips and eyes.
At 3 feet: Verbally greet the guest and offer a time-of-the-day greeting. ("Good morning.")

Solomon points out that "a wow experience is when service goes beyond fulfilling basic customer expectations and does so in a creative, unexpected way." His book now has me wanting to do this with not just clients I encounter, but also with my friends and family members.

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5. TV alert

- A. THE DISASTER ARTIST: Now on Amazon Prime
The real life story of writer/director Tommy Wiseau, the man behind what is often referred to as "The Citizen Kane of Bad Movies" stars James Franco who also directed it. I liked it a lot.
- B. STRICTLY BALLROOM: Now on Netflix
Fun, sweet drama about a family of ballroom dancers competing in the Pan-Pacific Grand Prix Dancing Championship.
- C. THE PLOT AGAINST AMERICA: Mondays at 10 p.m. on HBO
Philip Roth's cautionary alt-history novel imagines a world where aviator Charles Lindbergh wins the presidency in 1940 over FDR, and isolationist fervor, appeasement with Hitler's regime and overt anti-Semitism follow. I read the book and enjoyed it, so I'm looking forward to this limited series.
- D. BROCKMIRE: Wednesdays at 10 p.m. on IFC
The fourth and final season jumps to 2030 and has reformed alcoholic sportscaster Jim Brockmire (Hank Azaria) named as baseball's new commissioner.

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6. Joke 2

BREAKING NEWS ...John Travolta was hospitalized for suspected COVID-19. He had chills they were multiplying, and he was losing control. ... But doctors now confirm that it was only Saturday Night Fever, and they assure everyone that he is Staying Alive. ... This now has me singing Tell Me More, Tell Me More. To join me, please click: [Here](#). (Thanks, Channah Mohler, for sharing.)

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7. Clips/Websites

A. Video of the week

Thanks, Linda Williams, for sharing the following that's more than just funny: The World's Biggest Asshole - Funniest Commercial Ever: [Here](#).

B. And also check out these other clips at your convenience:

- (1) Thanks, Sue Hinkle, for sharing this one that's one of my all-time favorites: Sue Hinkle: Harry Nilsson - Everybody's Talkin': [Here](#).
- (2) Herb Spiegel: Statter Brothers - Do You Remember These: [Here](#).
- (3) His Voice Is So Emotional That Even Simon Started To Cry! [Here](#).

C. To see a representation of the galaxy with stars inside it, visit 100,000 Stars by clicking: [Here](#).

Methinks you'll enjoy the tour that starts from inside the sun and takes you the outer edge of the galaxy.

D. BLAINESWORLD, the website, remains up and running. ... to view it, please click: [Here](#).

E. Are you on Facebook? In the unlikely event we have not yet connected as friends there, please feel free to send me an invite by clicking: [Here](#).

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8. Technology tip

Rossen Reports: Hackers taking advantage of public phone chargers by Jeff Rossen

Law enforcement officials are issuing a new warning about public phone charging stations that many people use at the airport. Hackers have figured out a way to hide malware that can be used to extract information from phones connected to those chargers, experts say.

For the rest of this informative article, please click: [Here](#).

Or even better, watch the accompanying video in the above. (Thanks, Anita Samuel, for sharing.)

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9. Joke 3

Some cultural news for a change. (Thanks, Joe Hodgson, for sharing.)

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10. A quote I like

Thanks, Tony Tocci, for sharing ...

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11. Thought for the day

SUPER TUESDAY REMINDER ... If you've already registered to vote, please do so today and/or on any date that your state has primary voting. ... If you are not yet registered, you still have time to do so before November's presidential election. ... You can even do this online by clicking: [Here](#). (Thanks, Lois Rosenthal, for sharing.)

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12. Advance planning department

To read about each of the following events in full, please click: [Here](#).

Note: Due to the fact that so many events have been postponed or canceled, I strongly suggest that if you see anything in this section, you check online to make sure that it is still being held.

A. NC events

(1) Different Strokes: LOVE! VALOUR! COMPASSION! (2) AT HART: SLOW FOOD.

B. PA/NJ event

IF/THEN at Kelsey Theatre.

PS. Make it a wonderful week!

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