

BLAINES WORLD

#1196
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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: bginbc@aol.com and put SUBSCRIPTION in the subject line.

A. Cynthia, my beautiful bride, and I:

(1) Saw SART's last play of the summer, THE LYONS--a dark comedy about a dysfunctional family that's also quite touching. ... Callan White and Michael (top photo) were both outstanding as the heads of the family, and Chelsey Mirheli and Maximilian Koger (bottom photo) shined as their two children. ... Shannon Dionne and Brendan Harmon effectively rounded out the cast that was ably directed by Tyler Adcock.





(2) Recently enjoyed a fabulous meal with members of our family at Korean House where Eian provided fine service.



(3) And we liked out tasty meal at Papas Pizza in Leicester.



B. Pasquale LaCorte and Leslie Lang (top picture), Pam Elder (bottom picture), along with Ariel Killillay, David Spivey and Vickie Mangieri all were excellent in A FACILITY FOR LIVING--a HART play that ended its run. ... This dark comedy about aging, directed with aplomb by Julie Kinter, had lots of laughs, but was also quite poignant.





C. Catch my BLAINESWORLD show on WPVM, featuring the songs of the MoonGrass String Band (with Lau Magie, Garrett Andrews and Jason McCoy) by clicking this link: [Here](#).



D. At the above station, make sure you visit "A World of Radio," which is a museum-quality exhibition of vintage radios and radio history memorabilia. Kudos to Davyne Dial, WPVM's dynamic general manager, for setting this up. For more information, please click: [Here](#).



E. The left picture is what the front of our dishwasher should look like. ... Unfortunately, we put magnets on it some 10 years ago. ... We recently took the magnets off, in preparation for the upcoming sale of our home, but three squares of the sticky backing remains (along with part of the bottom magnet) as can be seen by the right picture. ... Any suggestions on how to get rid of the sticky backing and/or that remaining

magnet? Or do you know of anybody who could do this for us? ... Note: Our dishwasher doesn't look quite that bad. The streaks were caused by the camera angle and the fact that we had recently tried to clean it.

Note: Many thanks to my Facebook friends who already responded to this. If you were one of them, no need to respond again. But if you haven't yet chimed in, your feedback, as always, is welcomed.

PLEASE HELP (serious request)



F. Condolences to Lisa Snyder and family on the passing of Lisa's sister.

G. Congratulations to Linda Orcutt on her afghan winning Best of Division and Best of Show at the Hunterdon County Fair.

H. Reminder:

There's still time to enter ...

**** CONTEST #18 ****

One lucky winner will win a copy of COMBO PROSPECTING: THE POWERFUL ONE-TWO PUNCH THAT FILLS YOUR PIPELINE AND WINS SALES. To quote Jonathan Farrington, CEO, Top Sales World: "Tony Hughes is one of the most respected writers and speakers on the topic of business-to-business selling. COMBO PROSPECTING is a absolute must-read for anyone interested in delivering consistently high sales results in the real world of ferocious competition and difficult-to-win clients."

To enter contest , send an email to: bginbc@aol.com and put CONTEST #18 in the subject line. Include your name and mailing address in the body of the email. All entries must be received by 9 p.m. on Mon., August 26.

**** BLAINESWORLD BEST AWARD ****

This week, it goes to all the dentists, hygienists and office staff at Asheville Dental (pictured below). ... We have used this excellent practice since moving to Asheville over 10 years ago, and we recommend it highly. ... Dr. Christopher Kennerly, founder of Asheville Dental, is my dentist. He is both knowledgeable and friendly. I've also been impressed by the treatment I've received, from time to time, from Dr. Jeremy Ledford--one of the other dentists on staff. ... Brandy is the hygienist who does a fine job of taking care of my teeth, and previously, Krystal did the same. Cynthia says she is likewise impressed by the work of Keri. ... Beverly and Patti, up front, always greet us with a smile, and it a pleasure to have them help us with both scheduling appointments and making payments. ... Lastly, Debbie does a great job coordinating our dental insurance. ... For more information about Asheville Dental, please click: [Here](#).





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2. FYI

The compliment sandwich doesn't work, but the "complaint sandwich" does - this is why
by Jessica Hicks

As a means of giving constructive feedback, the compliment sandwich has come under fire.

The idea is to start with a compliment about something someone does well, then deliver the negative feedback, and end on another compliment, so as not to offend the person on the receiving end. More often than not, what ends up happening is that feedback gets sugarcoated and lost in unrelated compliments, rather than delivered with compassionate directness, ultimately making it unclear and unproductive.

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

FYI, part 2

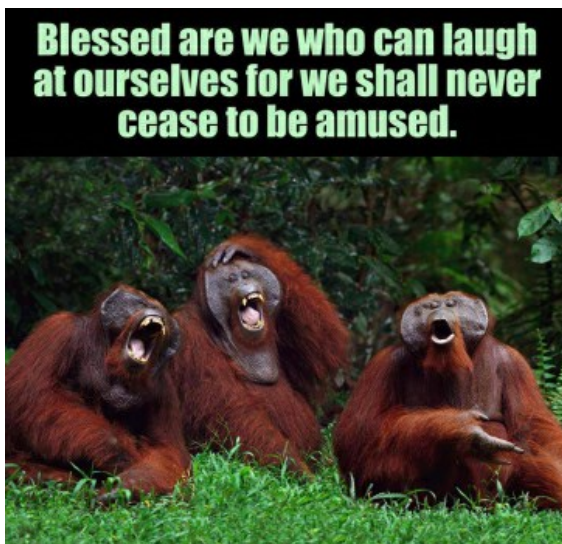
To read each of the following contributions in full, please click: [Here](#).

(1) Craig Klawuhn: PeaceCast.tv is an online media channel airing humanitarian and peace-related videos from people and organizations worldwide. (2) Achievable Ways to Feel Accomplished. (3) Ariella St. Clair: Didn't know Indecent is being performed elsewhere. Joke 3. OMG. LOLLOL!!!! Brilliant. (5) Lisa Zaglin: How are you? Great newsletter. (6) Is Cologuard as Effective as a Colonoscopy? (7) Christopher Martin: At a Loss for Words.

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3. Joke 1

My new mantra! (Thanks, Ginger Heskett, for sharing.)



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4. Reviews

A. Saw ONE UPON A TIME IN HOLLYWOOD, Quentin Tarantino's ninth feature film about the former star of a western TV series and his longtime stunt double. Leonardo DiCaprio and Brad Pitt are both watchable, as usual, in this dramedy that I found interesting but too long at 159 minutes. It did come together, though, in a terrific ending that might be too violent for some folks. Rated R.

B. Sue Hinkle: I just watched a delightful little foreign documentary about stray cats called Kedi. You and Cynthia might enjoy it.

C. Steve Darter: Just want to add my name to the list. Diane and I saw The Art of Racing.... and loved it. My experience is that whenever reviewers give a movie a bad

rating and the fans give it a high rating, it is a must see movie. We took the grandkids to Lion King (another movie that critics didn't like, but fans did) and we all thought it was terrific.

D. Read CAGED TO KILL (Hillcrest House Publishing) by Tom Swyers, an author who is rapidly becoming one of my favorites. It is the second book in a series of thrillers involving lawyer David Thompson. ... This one is an engrossing account about a prisoner confined to solitary confinement for 30 years. While it is labeled as fiction, you get the feeling that it could very well be real while reading it. ... The author is to be commended for bringing attention to what prison life is all about--and how changes are needed in the system. ... There are many twists and turns in the book that will keep you in suspense until the very last page. ... I now find myself looking forward to the third volume of the series, but the nice thing about CAGED TO KILL is that you don't have to have read THE KILLDEER COLLECT (the first book) to enjoy it.

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5. TV alert

A. TINY HOUSE NATION: Season 1 now available on Netflix

This was one of the original shows to jump-start the trend toward moving into homes that are sometimes less than 200 square feet.

B. SUCCESSION: Sundays at 9 p.m. on HBO

The Emmy-nominated show returns for a second season. According to TV GUIDE, [there will be] "vicious sibling rivalries and high-stakes power plays that leave no pawn unscathed." And Brian Cox is "magnificent" as the irascible media potentate.

C. 2019 MTV VIDEO MUSIC AWARDS: Monday, Aug. 26, at 8 p.m. on MTV

Comedian Sebastian Maniscalco hosts this show, in which Missy Elliott receives the Video Vanguard Award and also performs. Other headliners include Taylor Swift, the Jonas Brothers, Lil Nas X, Bad Bunny and Shawn Mendes.

D. BIG FAMILY: THE STORY OF BLUEGRASS MUSIC: Documentary premiere on Friday, Aug. 30, at 9 p.m. on PBS (check local listings [Here](#))

Hosted by actor and banjoist Ed Helms, the film features interviews with the likes of Del McCoury, Bela Fleck and Ricky Skaggs.

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6. Joke 2

I hate it when I'm singing along to a song, and the artist gets the words wrong. (Thanks, Helene Payton, for sharing.)



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7. Clips/Websites

A. Check out these clips at your convenience:

(1) Roberta Gurwood: Fred Astaire & Ginger Rogers - Pick Yourself Up: [Here](#)

(2) Tom Heck: Jingleheimer Junction - SNL: [Here](#)

(3) Walter Weeks: This is way cool beyond words (comparison of celebrities when

young: vs. now): [Here](#)

(4) Steven Shulman: Dr. Squatch - Natural Soap for Men: [Here](#)

B. If you like the art of storytelling, you're going to love this website: The Moth. ... It houses real life stories told by the people themselves. It also has a podcast, which features all the stories told across the world on Moth stages. To check it out yourself, please click: [Here](#).

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

D. 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

Ever go to a website and then can't find it later? If you use Chrome, do this to see your history: Press Ctrl+H on your keyboard. ... How cool is that?

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9. Joke 3

Three sisters, ages 96, 94 and 92, live together. . . . One night, two of the sisters are having tea; the oldest is upstairs taking a bath. She yells down, "Wait a minute! Am I getting in or out of the bath?" Her 94-year-old sister calls back, "I'll be right up to help you." As she is going up the stairs, she yells down to her younger sister, "Wait a minute! Am I going up or down the stairs?" ... The 92-year-old says to herself, "Thank God, I'm not like them" and knocks the wood on the table three times for luck. Shortly after, she yells back upstairs to her two sisters, "Wait a minute! I'll be right there after I see who's knocking at the door." (Thanks, Natalie Kaye, for sharing.)



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10. A quote I like

"A hug is like a boomerang - you get it back right away."--Bill Kean (1922-2011), American cartoonist most notable for THE FAMILY CIRCLE





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11. Thought for the day

Customers Love Hearing Their Name
by Steve DiGioia*

The sweetest sound is a person's name. When you use it, you create a connection far stronger than without. Go ahead, try it.

A cashier, when handing back the customer's credit card, says, "Thank you, Susan, hope to see you again soon". How did she know her name was Susan? By looking at the credit card.

A restaurant hostess, after seating the men at their table, says, "Mr. Collins, I hope you and your guest have a wonderful meal". How did she know his name? From the reservation, of course.

A car mechanic, after taking possession of the customer's car for repair, says, "Hey, Todd. We'll take good care of your car and get it fixed for you right away".

Well, by now you get the idea.

For many customer interactions, you're already provided information that gives you the customer's name. Use it, don't be afraid. With great service comes personalization and sometimes, the easiest way to personalize the interaction is by using the customer's name.

And, when you do, it almost always brings a smile to their face. Isn't that what we're hoping for? Well, some repeat business would be good too!

* Reprinted with the gracious permission of Steve from his informative blog. If you'd like to join me in getting it, please click: [Here](#).

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12. Advance planning department

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

A. NC events

(1) The Black Mountain Center for the Arts presents...THE HISTORY (and Mystery) OF THE UNIVERSE. (2) Ellen Pappas: ARMS AND MEN. (3) Jason Scholder: Jason's 50th Birthday Bash! (4) Rodney Smith: THE BAGGAGE PLAYS. (5) Elena Azevedo: Asheville Archery Training Center's Open House.

B. PA/NJ event

At Kelsey Theatre at Mercer County Community College: THE SOUND OF MUSIC.

PS. Make it a wonderful week!

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