

Editorial page

Nolia's Notes

Customer Service!

by NOLIA BIGGERSTAFF



I shop locally when I can, but I sometimes go to big box stores for items not found in a small town. I have lived long enough to notice body language of associates working in stores when I walk their way. They size me up as someone needing help and they are usually right. If someone is working in a store tasked with helping customers, then they need a lot of training.

For one thing, a store employee should know what is sold in said store. They might not know everything but at least they should know where to find someone in the store who can answer the customer's questions and find the product for which they are looking.

More and more I see employees on cell phones, outside smoking, or running away from me pretending to be busy. Thus, the signs on every corner help wanted.

Last week I needed an iPad. I had gone to several stores who were supposed to carry the product I needed but no one could answer my questions or my phone calls. I knew I needed to go to a store that might have tech support. Tech support online has often been a disaster.

For one thing, my Verizon phone drops calls so often that I cannot make any serious calls of business to anyone.

I went to one store and the associate was very pleasant. I ordered what he said I needed but the iPad was not in the store, it was ordered, and would be in the store Friday. I had a bad feeling. Friday came and went and we got a text that said we could cancel our purchase. I knew that any store manager would not be happy to lose this sale so I went

down to the store Monday. There was a very knowledgeable young man, Hector, who immediately solved my problem. He explained what I needed to do to purchase what he had in the store that would work for me... something that I could have in hand when I walked out of the store! Then, he worked to solve all my tech issues.

It took a pretty long time to answer all my questions and issues but he was so professional, patient and kind, and knew exactly what I needed to do. The manager of Best Buy in Augusta, Jason, came up and was very pleased as I explained what Hector was doing and what great customer service he was providing.

Jason was friendly and pleasant and explained that they really tried to give exemplary customer service. I explained that Hector saved a substantial sale for the store because I thought I would have to return everything! I said that I just wanted to give compliments to Hector and the store because so often folks complain but rarely take time to say the good.

I had called many other stores and was put on hold or they hung up. No one could give me any information and I got all kinds of excuses: COVID, school is starting, chip problems, we used to carry it, China problems, shipping issues, etc., etc. It was refreshing to leave a store with my purchase in hand, knowing I had gotten VIP treatment and phone numbers and emails I could contact if I had any issues in the future. Who does that these days? More should! Don't you think?



The Pastor's Corner

A Weekly Column from Lincoln County Clergy

You Have Enough

Pastor Daravious S. Cullars, Senior Pastor of True Friendship Church



How many times have you asked yourself, "Do I have enough? Do I have what it takes to succeed?" Truthfully, all of us have asked ourselves that one time or another in our lives.

While Jesus and his disciples were sitting on the mountain, Jesus lifted his eyes and saw a large crowd of 5,000 men plus women and children coming towards him. They saw the miracles that Jesus had performed on the sick, and they wanted to experience Jesus's miraculous power. After Jesus taught and performed miracles for the people, it was late in the evening. The people were hungry. Unknowingly to the people, they were going to be eyewitnesses to another

miracle of Jesus.

Jesus asked one of his disciples, Philip, a question. Jesus asked him, "Where are we to buy bread, so that these people may eat?" Philip replied, "It is a marketplace nearby, but we only have 200 denarii worth for bread and that will not be enough for each person to receive a little piece of bread."

Another disciple, Andrew, went among the crowd and saw a little boy. The boy had five little barley loaves, which were considered the poor people's bread, and two fish. The two fish were no more than tidbits. This meal was only enough for one to two people. However, this boy knew he had enough for Jesus to use to feed the 5,000 men plus

women and children.

Andrew took the little boy, with two five loaves of bread and two fish, to Jesus. Andrew voiced his attitude towards the boy and what he had by saying, "Here is a boy who has five barley loaves and two fish, but what are they for so many?" Jesus took the little boy's meal, blessed it, and fed the crowd.

The little boy understood a spiritual principle which is: Whenever there is a need, whatever you have

is ENOUGH! Regardless of how enormous the situation may be and how small you have may be. Whatever you have is enough! Once you give God what you have, then He will multiply it and bless you. Not only will He bless you, but He will bless those who surround you.

Therefore, "Do you have enough?" YES! "Do you have what it takes to succeed?" YES! You must realize that YOU HAVE ENOUGH!

This weeks tips from the BBB

The Better Business Bureau (BBB) is still warning well-meaning seniors about "emergency" scams designed to fool them into thinking that their grandchild is hurt, has been arrested or is stranded, and in need of money.

According to recent FBI reports, the "Grandparent Scam" has been around since 2008, but they continue to plague well-meaning seniors. Retirees are an attractive target for financial scammers since they may have more disposable income and they are less likely to report being scam victims. Emergency scams play off of peoples' emotions and strong desire to help others in need. Scammers impersonate their victims and make up an urgent situation - "I've been arrested," "I've been mugged," "I'm in the hospital" - and target friends and family with urgent pleas for help, and money.

One victim reported sending four transactions totaling \$4,400 over a two-day period. She was duped after receiving calls alleging that her grandson had been arrested after being in an accident. The money was initially to cover fines and representation to get the grandson released. Soon, the caller needed money to cover the medical bills for a person injured in the accident. The victim claims that the scammer not only knew details about her grandson but also allowed her to briefly speak with someone that sounded like her grandson.

We also see this scam target families with loved ones deployed overseas, claiming to need the money to get back from a weekend pass. If you don't send the money, they face being arrested for being absent without leave (AWOL).

BBB offers the following tips to avoid the Grandparent Scam:

- Communicate. Loved ones should share travel plans with family members before leaving the state or country. Also, discuss this scam with older family members so they are aware of how the scam works.

- Share information. Loved ones should provide the cell phone number and email address of a friend they are traveling with in the case of an emergency. Family members should remind students to be cautious when sharing details about travel plans on social media.

- Know the red flags. Typically, the grandparent receives a frantic phone call from a scammer posing as their grandchild or a so-called "officer of the court". The caller explains that the grandchild has gotten into trouble and needs help, perhaps caused a car accident, or was arrested for DUI or drug possession. The "grandchild" pleads to the grandparents not to tell his or her parents and asks that they wire thousands of dollars for reasons of posting bail, repairing the car, cov-

ering lawyer's fees, or even paying hospital bills for a person supposedly injured in a car accident.

- Ask a personal question, but don't disclose too much information. If a grandparent receives a call from someone claiming to be their grandchild in distress, BBB advises that the grandparent not disclose any information before confirming that it really is their grandchild. If a caller says, "It's me, Grandma!" don't respond with a name, but instead let the caller explain who he or she is. One easy way to confirm their identity is to ask a simple question that the grandchild would know such as their middle name or what gift they gave the grandchild for Christmas.

- Discuss with family members. Even though the scammer will plead with you to keep this a secret from the parents, discuss the situation with someone and chances are you will find that your grandchild is safe and secure at home.

For anyone victimized by this type of distressed loved-one call, BBB recommends reporting the incident immediately to your local police department and BBB Scam Tracker. For more consumer tips you can trust or to report a scam, visit bbb.org.

Kelvin Collins is president & CEO of the Better Business Bureau serving the Fall Line Corridor, serving 77 counties in East Alabama, West Georgia, Southwest Georgia, Central Georgia, East Georgia and Western South Carolina. This tips column is provided through the local BBB and the International Association of Better Business Bureaus (IABBB). The Better Business Bureau sets standards for ethical business behavior, monitors compliance and helps consumers identify trustworthy businesses. Questions or complaints about a specific company or charity should be referred directly to the BBB at Phone: 1-800-763-4222, Web site: BBB.org or E-mail: info@central-georgia.bbb.org

Super Crossword

Answers

RELI	UP	STAGE	COP	SHOW
ELENA	NATIVE	ON	NAHIGH	
FLANK	MOVEMENT	MELINDA		
SENSE	LEWE	ASEA	EDE	
PASS	RIB	TICK	KLING	
PROMOTE	KNOT	ANTED		
RUM	PARLIAMENT	PISHAW		
IDEAS	BIOME	QUEST	OBI	
XIEN	TIES	ASTRA	UPON	
SHANK	OF	THE	EVENING	
AFFAIR	HEIT	ERASES		
ROUND	FAM	MUNITION		
INTO	ARRAY	NEON	ZEEES	
ADO	STARR	FACED	MIDGE	
LANA	T	EYE	EXAMINATION	
CLARA	LEES	NO	SIEEST	
CHUCK	NORRIS	BERT		
LINE	IPSO	ADA	THELLMA	
AD	POSE	WHERE	THE	BEEF
SETTLER	EURASIA	AROMA		
POSSES	DEALING	DONOR		

What's that pest: Elm Leaf Beetles
By Robyn Stewart
Lincoln County Extension Service

"Help! My Elm Trees are being eaten!" has been a common statement in the Extension office lately. I've had at least two clients with the same issue, and my suspicion is that the true number affected is much higher. The culprit is the larvae of the elm leaf beetle, or *Xanthogalerucia luteola*.

The elm leaf beetle originated in Europe but has been well established in North America for over 150 years. It is known for feeding on all species of elms, from Siberian and English types to American, rock, slippery, and other varieties. The beetle is a significant pest for shade and ornamental elms but typically less of an issue in the forest. They can seek to overwinter in one's home, but while their presence may be alarming, they will not feed on or damage anything within the home.

Elm leaf beetles overwinter as adult beetles in protected sites. In April and May, overwintered adult beetles emerge and move to elm trees to feed and reproduce. Adult elm leaf beetles are a dark green color during the overwintering phase, and lighten to yellow-green with a dark stripe and dark spots at the edge of each wing cover. Adults are approximately 1/4 inch in length and also have three black spots behind their heads. After a few weeks of feeding, female beetles will lay between 400 and 800 yellowish-orange eggs on the undersides of elm leaves. The larvae hatch in 10-14 days and will feed for three weeks or so before moving down the tree to pupate in the bark and soil at the base of the tree. The larvae start

out dark and hairy, but mature to be dull yellow, with two dark stripes along their sides and dark heads and legs. The 10-15 day pupation period results in a surge of adult beetles, who can produce a second and sometimes third generation, depending on the weather.

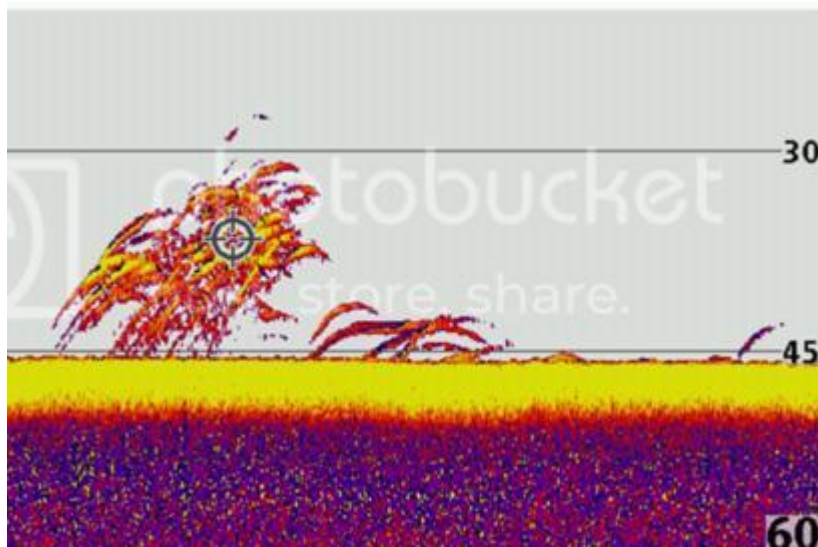
The majority of the damage from elm beetles come from the larvae stage, where they feed on the underside of elm leaves, a process called skeletonizing. The damaged leaves then turn brown, making them appear scorched. Adult leaf feeding shows up as "shot hole" patterning in the leaves as they eat through the entirety of the leaf surface. At best, the damage to elm leaves can be unattractive and result in early leaf drop, but at worst, the damage can reduce tree growth and make them more susceptible to other issues and diseases.

Annual populations of this pest are often dependent on weather conditions in the winter and spring but there are a fair number of naturally occurring controls that can impact the elm leaf beetle. Predatory species like earwigs, stink bugs, and the ladybird beetle can all help reduce elm leaf beetle numbers. There are several foliar insecticides, soil systemic insecticides, and contact insecticides that can help reduce the population of elm leaf beetles. It's important to note that the insect does travel well, and migration and infestation of your trees from untreated trees is a real concern. If you need assistance with managing an elm leaf beetle problem on your property, let us know at uge3181@uga.edu or 706-359-3233.

Fishing This Week

White Perch are schooling hot dog!!

by Albert Moody



Fish Finder screen shot of White Perch schooling on the bottom.

The White Perch are starting to gang up at the lake (see screen shot above). Every year about this time through February these tasty little critters start piling up in ditches, holes and underwater blow troughs. Underwater blow troughs are two hills close to each other that were flooded when the lake filled. Sometimes as I am riding down the road I look at the hills and ridges to better understand lake contours underwater.

The Mixed Bait Method

There are many ways to catch these fish, including a mixed bait method. Start with a few dozen minnows and 1 dozen blueback herring. After locating the white perch on the fish finder cut 3 her-

ring into as many small pieces as possible and drop them over the side of the boat. Kitchen shears work better than a knife and cutting board. Then bait several rods with minnows, lower them to the bottom and tighten the line. If the minnow is more than 8" off the bottom you will miss the perch, as they are bottom feeders.

The next thing sounds crazy but works. Cut a broom handle in half and beat lightly on the bottom of the boat with the blunt end until the fish show up on the fish finder. When they really start biting I switch half of the rods over to small pieces of cut herring or use a "Berry's Flex-Cut Spoon", either the .60 or .75 oz size. "YO-YO" the spoon by dropping it to the bottom then rapidly pulling it up repeatedly. Just don't do it too fast as the fish usually hit on the fall.

Lake Lore Maps Still Available - Don't forget to pick up your free Lake Lore Fishing Map at Cliatt Crossing and Soap Creek Marina.

Bad fishing Joke of the Week: Have you ever seen a fish cry? No but I've seen whale blubber.

Aycock benefit fund

A benefit fund has been set up at Farmers State Bank for Laney Aycock to help with medical and other expenses as she battles Hodgkin's Lymphoma.

Laney is a lifelong resident of Lincoln County, is employed by Lincoln County OES and Gold Cross Ambulance Service as an EMT.

Donations can be made at Farmers State Bank or mailed PO Box 99, Lincolnton, GA 30817.

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