

ing citizens of this town, rather than violating their own laws, however minor, and trying to intimidate a young woman that simply made a lawful suggestion, perhaps they wouldn't have such a hard time shaking their bad reputation.

*Elin McIlhattan
Eugene*

DO YOUR RESEARCH

I am continually disgusted and sickened by the fact that individuals claiming to be Christian are using God to justify oppression and discrimination. I think it's time for those of us who believe in God but not the Bible or organized religion to take God back. No one person or group of people has the right to monopolize God or God's word.

It is high time to end the discrimination of queer individuals based on God's "word." If one does enough research one finds that there was not even a word for homosexual during the time the Bible was written and that the Bible does not ever mention the fact that God condemns homosexuals or asks followers to do the same. Do some research; think people!

I am taking God back and I hope that others follow me to do so. God is love and I am tired of hearing people blaspheme God's name for their own sick belief system!

*Toni Gabriella Rilla
Eugene*

GOES BOTH WAYS

I've got some suggestions for those seeking better retail service (8/18). First and foremost, you could acknowledge that

the person behind the counter is, in fact, a person, not an automated service robot. When I say "Good morning" and the customer responds "Gimme one of those ..." the customer is setting the tone for that transaction, not me.

Eye contact is always nice — you may be busy and not interested in a long-term friendship with me, but doing me the honor of actually LOOKING at me would make the experience more pleasant for us both. An occasional "please" or "thank you" wouldn't hurt either.

And how about getting off your cell phone? Yes, you're a very busy person with an active social life, but it makes it hard to serve you when you can't be bothered to get off your phone to talk to me. Pointing to what you want or mouthing directions to me so as not to interrupt the person you are on the phone with is incredibly rude and doesn't make me want to give you anything more than the minimum attention.

Retail is a lot like life — you get what you give. The writer of last week's letter said she expects less when she travels and "at every store ... the service is exemplary." Why does she expect more here? Perhaps her expectation of perfection is setting her up to be disappointed. Or perhaps she's one of those grumpy, high maintenance customers, and in the cities she travels to, the customer service people are more used to that. Here in Eugene we lowly sales clerks, cashiers and counter folks expect other people to treat us with respect.

*Jay Snider
Eugene*



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