



Business

High-tech industries enter BBB's complaint List

CONTRIBUTED STORY FOR THE PORTLAND OBSERVER

Computer manufacturers, Internet shopping services and computer sales and services finish third, fourth and fifth respectively of the better Business Bureau complaint list serving Oregon and Western Washington's Top 20 most complained about industry list for 1999. This is the first time that high-tech related industries have had such a presence in the complaint category.

"Many variables can be attributed to the incline of complaints in the high-tech field, said Robert W.G. drew, BBB president and CEO. "From the holiday online shopping craze to last year's demise of local companies like Further Shop and Microworkz, many businesses in our region play a dominant role on the high-tech world and we're seeing an impact on the number of consumer complaints we've received."

Although high-tech industries made their presence known in 1999; it was an auto dealers (franchised new) and auto repair (mechanical) that finished first and second on the most complained about category list.

"This is no surprise, as these two industries have always been a mainstay in the top five," said Andrew. "With the recent passing of I-659 in the state of Washington, there will be even more consumers buying new vehicles, so I don't anticipate this will change anytime soon."

The bureau also regularly reviews local advertising as part of its role as a self-regulatory body, promoting ethical selling and advertising practices. The BBB's advertising review department processes advertising related compliant in order to help businesses maintain and strengthen their customer confidence in their advertising. In 1999, the BBB received 155 advertising complaints and challenges from the public and complaints are as follows: 11) Computer Sales & Services Opportunity/ Work-at Home Offers, And Shopping Services - Internet.

The Better Business Bureau serving Oregon and Western Washington always encourages the public to check out a company before they consider doing business with them. Oregon consumers can contact the BBB at (503) 226-3981 and Western Washington consumers can call (206) 431-2222. The BBB is a not-for-profit organization that aids consumers and

MLK Main Street program seeks volunteers

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NNEBA and their MLK Main Street program want YOU in their Business Directory. The Martin Luther King JR. Main Street Program, sponsored by the North-Northeast Business Association, is enthusiastic to announce that a grant has been received from the US Bank to produce a MLK boulevard director Broadway to Columbia - will be contacted to secure their name, business name, address, zip, phone, Fax, E-mail and website. Adjacent businesses along MLK Blvd should call Main street office at 284-3093 by February 23, 2000. Berta Delman, the MLK manager, is coordinating the project and Vicki Reitenauer is editor.

Also, if you would like to advertise in the directory, please call the same number, make arrangements and increase your benefits of the product within a short time. Thanks to you and to US Bank.

Get your business in the public eye
 Advertise in
The Portland Observer

Black History Month



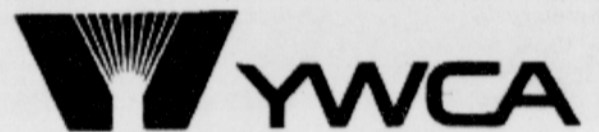
This week's observation of Black History Month covers the years of 1950-2000. Amiri Baraka was known during the 1960s for his racially focused and high voltage writings - influenced early on by New York Bohemians and later by his encounter with art-revolutionaries in Cuba. This man was the architect of a national movement. Can you name it? For the answer, look in Focus under the header, B.

Volunteer

With the YWCA

Want to make a difference in the life of a young girl?

SmartChoices, a YWCA empowerment program for 4th and 5th grade girls, is seeking volunteers and interns to assist with after-school programs designed to promote girls' intellectual, social, and personal development. Activities take place weekday afternoons from 3-5pm in Northeast Portland Schools.



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