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(Community and Legal Aid Services Programme, Osgoode Hall.)

## THE INFORMATION GROUP

Looking for information on most groups, departments and organizations of York U.?

We are here to help.  
ROOM 106 Central Square  
MON. - FRI. 12 noon - 5 p.m.

# DIRECTORY

# Which Hunt?



TIM CLARK

By BRIAN MILNER and HARRY KITZ

In its attempt to get closer to student, staff and faculty problems, grievances and questions at York, EXCALIBUR has started an "Action Line" type feature, the fourth installment of which appears below.

If you are having trouble or just a little aggravation at York and you want help, come to the friendly EXCALIBUR office in the central square or drop us a line.

Shirley Sharek, supervisor of stationary stores, is upset over the attitude of York's resident hairdresser, Donaldo Pianezza.

It seems that Mrs. Sharek was charged \$1.50 for a comb-out, 50 cents more than she expected to pay.

"A dollar, that's all I've ever paid anywhere else," she said.

But it's not the money that's bothering her, she says, it's Donaldo's rudeness and business methods.

Sharek thinks there should be a posted price list in the salon — but when she told Pianezza about it, he was "very nasty," she said.

Pianezza denied this, claiming that a price list couldn't be posted because there were "so many operations". Mrs. Sharek simply refused to see his view of the matter.

"If she felt it was too much then she shouldn't come back," he said, adding that his prices were "much less than outside".

He pointed out that different prices were charged for comb-outs. All hairdressers, he said, charge more for longer hair or if the set has been done somewhere else (which makes the comb-out more difficult).

Sharek, who has short hair, did wash and set it herself on this occasion.

Donaldo, who has been in the business 13 years, said this was his first complaint in three years on the campus.

"I don't want to cheat anybody," he said, offering to refund the 50 cents.

In future, new customers would be told prices beforehand, Donaldo said, in taking our advice.

But it's too late to satisfy Mrs. Sharek who promises that she'll "never go there again."

Of all businesses the hairdressing field depends most on good customer relations. A wrong word, a minor insult can — and

frequently does — ruin a hairdresser, whose skills may never be called into question.

This minor incident reveals the sensitivity of the business and the absolute necessity of keeping customers happy no matter what their problems might be.

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J.T. I HAVE YOUR GLASSES, and I hope you have mine. Days, Room 064, B.S.B.; evenings call 636-0420.

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