



The Unique Reporter

Four tips to make holiday housecleaning a snap

It's beginning to look a lot like ... housecleaning! Especially if you're having guests over during the holiday season. Since most guests tend to congregate in certain areas of the house, it's not necessary to do major cleaning. But you do want to make sure popular areas are squeaky clean. Go ahead and deck the halls (and bathrooms, kitchen and entry) using these simple hostess tips: (For more tips, visit CherylStyle.com)

Sit test — If you're hosting a party in the formal living

room make sure you sit down and survey the room. You'll see things from a different vantage point. Like those dust bunnies crouching in the

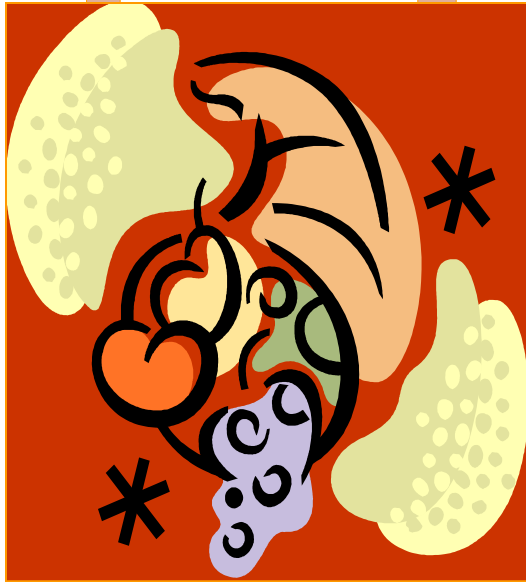
guests to find a big spider web hanging out there!

Mess Call — During any party, everyone loves to hang out in the kitchen so make sure yours is spit-polished! Appliances and baseboards wiped down, and counters wiped clean.

Looky Loo — Make sure bathrooms are spotless, with extra guest towels in the bathroom cupboard. Light a candle...it makes it seem like you planned in advance.

corner!

Door Check — Check your front entryway. If you're like me, it's the last place you look and you don't want



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Announcements



FLU Season It's Here!

Each flu season, the workplace is a location where everyone can help stop the spread of influenza. Steps to take include getting a flu shot, practicing good health habits, and taking antiviral drugs if your health provider prescribes them.

In an influenza pandemic, businesses and other employers have a key role in protecting employees' health and safety as well as limiting the negative impact to the economy and society. Companies that provide critical infrastructure ser-

vices, such as power and telecommunications, also have a special responsibility to plan for continued operation in a crisis and should plan accordingly. As with any catastrophe, having a contingency plan is essential.

Community strategies that delay or reduce the impact of a pandemic (also called non-pharmaceutical interventions) may help reduce the spread of disease until a vaccine is available.

HHS and the Centers for Disease Control and Prevention have developed

guidelines, including checklists, to assist businesses, industries, and other employers in planning for a pandemic outbreak as well as for other comparable catastrophes.



Happy Birthday November

Simon Flores 11/1

Elizabeth Williams 11/3

David Faison 11/6

Brittany Benford 11/7

Millinta Berry 11/12

Diego Fernandez 11/18

John Hamilton 11/18



Raymundo Villegas 11/19

Randall Rozier 11/23

Catherine Young 11/25

Gladys Moreno 11/25

Manuel Ramirez 11/26

Natalya Olifirovskaya 11/27

Rodney Taylor 11/28

Norman Williams 11/30

William Rebernik 11/30

Humberto Camacho 11/30

Citrine- November Birthstone

November's gemstone, Citrine, is as warm as a Van Gogh painting of sunflowers. The name Citrine comes from an old French word, "citrin", meaning lemon. One of the more rare forms of quartz, this gemstone ranges in color from the palest yellow to a dark amber named Madeira because of its resemblance to the red wine. Perhaps because of its scarcity, there is little mention of Citrine used as a gemstone prior to the first century B.C. The Romans were thought to be the first to wear the yellow quartz, crafting it into cabochon, or highly polished but un-faceted cuts of stone set into jewelry. Citrine became more popular during the Romantic Period, when artisans often favored these warm colored gems to enhance gold jewelry. Citrine, like all forms of quartz, was believed to have magical powers and was worn as a talis-

man against evil thoughts and snake venom. It was also considered to have medicinal properties and was commonly used as a remedy for urinary and kidney ailments. Sister stone to the purple quartz known as Amethyst, Citrine crystals are found in igneous metamorphic and sedimentary rocks. It is believed that some Citrine may have actually begun as Amethyst, but heat from nearby molten rock changed it to the yellow form of quartz. Citrine is known to change color when subjected to heat and is routinely heated in the jewelry-making process to intensify its color. For this same reason, though, this gemstone should not be left in direct sunlight for a long time because it will permanently alter the color. Most Citrine is mined in Brazil, but other sources

of the quartz are Bolivia and Madagascar.

A gift of Citrine is symbolic for hope and strength. With its sunny brightness, this gemstone is ideal for helping anyone to get through the tough times in life!

Alternate Birthstone

Yellow Topaz is an alternate gemstone for those born in November. It's golden color was believed by the Egyptians to be the glow cast by the sun god Ra. Yellow Topaz ranges in color from a peachy blush to a deep cognac. A gift of this gemstone is said to sym-



bolize friendship and to strengthen one's capacity to give and receive love.

10 commandments of customer Service

1. Know who is boss
2. Be a good listener
3. Identify and anticipate needs
4. Make customers feel important and appreciated
5. Help customers understand your systems
6. Appreciate the power of "Yes"
7. Know how to apologize
8. Give more than expected
9. Get regular feedback
10. Treat employees well



Comments

