

Turning The Tables

Dear Customers:

As you know, with this column I'm usually the one giving the advice. Some good; some bad; some downright loony. Today, however, I'm seeking the advice.

You see, we're always trying to improve the way we do business at Huffman's, and what better way to do that than to have you, our customers, tell us how we're doing and what we can do to make your shopping experience here better? To that end, I'll be asking the questions this week and hoping for your responses.

As always, you can pull me aside in the store, on the street or after church and pass along your ideas. But you can also just e-mail me some of your suggestions at orders@huffmansmarket.com. In either case, I'll take every suggestion to heart and we'll try our best to accommodate you. Unless, of course, your suggestion is that we go away, which I'm told we cannot do because Glenda couldn't stand to have me around the house



DEAR TIM

any more than I already am.

Dear Customers:

You may have noticed that we've been doing a little remodeling over the last few months. We've added some new cases, changed some décor and lighting, moved some items to make more room, and added some dressier end-aisle displays. We've also dressed up our front windows to make ourselves a little less conspicuous. In addition to making things look nicer, has it made your store experience any

better? Are you still able to find the items you want as easily? Anything more we can add or change to make things easier or better?

Dear Customers:

One of the things we wanted to add to our collage of images in the front windows is a golden bear – preferably standing. We've looked everywhere we can think of, but still can't find one. If you have one or know someone who does, let me know. We need a high-resolution (300 dpi) image that we can easily reproduce into a window decal. And any of a number of file formats (.jpg, .tiff, .eps, .pdf or .ai) will do. Whoever delivers one we can use will receive a gift certificate to my favorite local grocery store.

Dear Customers:

Thank you so much for a wonderful 2007. It was a great year for us, as I hope it was for you. We look forward to seeing you early and often in 2008, because we just couldn't do this without you.

Dear Tim is presented as a public service by Tim Huffman, owner of Huffman's Market. Write to him in care of Huffman's Market, 2140 Tremont Center, Upper Arlington, Ohio, 43221, stop by and say hi, or visit www.huffmansmarket.com.