



A Mere Paws . . .

the Official Newsletter of Doggerel Unlimited.



Spring 2008

Pssst — Secret Computer Files

By John Gutekunst

PSSSST — if you use *Microsoft Outlook* you have a .pst file. You may not be aware that you have such a file. It isn't a secret, it's not a shameful thing to have. It isn't some appalling illness that we have to hold a walk-a-thon to cure. People won't talk behind your back if they find out. But it is important.

The pst file contains anything you use in Outlook. All of the names and email addresses in your address book, all of your emails: current, sent, saved, etc. Even the entries in the calendar if you use that feature.

Obviously these are things you don't want to lose (although I have a few email addresses I wouldn't mind misplacing). Re-entering all this info would give you a pretty sour outlook on Outlook. So back this file up!

Where is this file? Hold on to your socks. It is on your hard drive, just go into Windows Explorer and drill down — it will be hidden in a place very much like this:

```
C:\
Documents and Settings\
Administrator\
Local Settings\
Application Data\
Microsoft\
Outlook\
Outlook.pst
```

When you find the .pst file, copy it to a CD or a memory stick. Doing this once a month will give you piece of mind. Remember, there is no shame in having this secret file. Back it up proudly, with your head held high. And no walk-a-thons.

A Closer Look

Delaware County Fire Restoration, Inc.



I was hungry for a nice big juicy steak the other day, so I decided to fire up the grill and treat myself. I turned on the gas to get the grill nice and hot, tossed the T-bone on the grate, and went back inside for some iced tea after all my effort.

Unfortunately, there was an old rerun of the Andy Griffith show on the TV. I stopped to watch for a minute (that Aunt Bea just cracks me up) and, you guessed it, by the time I got back to the grill it was in flames.

The garden hose took care of the fire, but my dinner was ruined. Or was it? I remembered hearing about a company that does remediation work

for fire and water damage. So I called up **Delaware County Fire Restoration** to see if they could restore my dinner. Then I called them back, and said "Yes, I'm serious, please don't hang up again." Then they took the time to explain it to me.

Fire, smoke and water damage can be overwhelming. These disasters leave behind soot, debris, odors and mold.

Delaware County Fire Restoration is a family owned and operated company in business for more than 30 years.

The people at Delco are specialists. You'll benefit from fully trained, licensed and experienced carpenters,



plumbers and electricians dedicated to quality workmanship and professional service.

Each team member is thoroughly trained to clean and restore buildings damaged by fire, smoke and water. They skillfully and quickly restore residential, commercial and industrial properties and are dedicated to the highest quality workmanship to help you recover as quickly as possible. For more detail about the services provided by Delaware County, go to www.delcorestoration.com. But don't expect to find any barbeque tips.

Doggerel Unlimited

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I approve this newsletter.
That makes one.

Baying at the Moon

By John Gutekunst



Retention

Retention is a word that doesn't always conjure up the most pleasant associations. For instance: suffering from water retention is not exactly fun; retention basins in housing developments attract Canada (undocumented alien) geese; the degradation of retention skills as your brain ages; and there was something else, I forget what.

However *customer* retention is important. There's an old business aphorism that states "It's easier to keep a customer than to find a new one." Is this true? How should I know? But these are definitely challenging economic times, and you want to keep every customer you can. Here are some things you can try to retain those customers:

1. Be really, really nice to them
2. Wash and wax their car
3. Offer to babysit their unpleasant children
4. Send them some Twinkies® in the mail
5. Be attentive to their needs, provide excellent customer service, and deliver your product or service at a fair price in a timely manner

Any of these strategies can be effective, but you should only use number five as a last resort — everybody likes Twinkies.

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Recipe of the Week

Grits

Grits — just the word itself evokes romance. Grand southern mansions, women in hoop-skirts taking tea on the veranda, men in white linen suits, sipping mint juleps and eating . . . grits.

Northerners may not event be aware of what grits are (is?) Basically, grits is (are?) coarsely ground cornmeal, traditionally ground by a stone mill.

This is definitely a southern thing. In fact, grits was (were?) declared the Official Prepared Food by the state of Georgia in 2002. Quite an (a?) honor.

Master Recipe: Pour grits into a pot of boiling water, cook over medium to low heat constantly stirring so as it don't clump up on ya'll. If'n ya'll idn't careful, them dang-ol' grits might even git ta stickin' in they pot ya'll is usin'.

Grits may have a tendency to cause creeping southern drawlness during the cooking process. This is a safety hazard and should be monitored closely.

Grits by themselves are bland, and take on the flavor of whatever is added to them: garlic, onion, bacon, cheddar cheese, even corn would add some much needed flavor.

Next Week: Bamboo Shoots: a delicious addition to Asian cuisine, or just a cruel, barbaric blood-sport? We Cook — You Decide!

