Texas Aggie Athletics At Home This week

Wednesday:	Softball	vs. SHSU	5pm
Thursday:	Tennis (W)	vs. Stanford	1:30pm
Friday:	Baseball	vs. K-State	7pm
	Tennis (M)	vs. Mizzu	noon
and a second	Tennis (M)	vs. OU	6pm
Saturday:	Baseball	vs. K-State	7pm
	Tennis (W)	vs. Mizzu	8:30am
	Tennis (W)	vs. Iowa State 2pm	
Sunday:	Baseball	vs. K-State	1pm

Tickets: 845-2311 or Kroger in College Station



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Attitude rolls downhill in busine

HOUSTON — Walk into any business and employer feel some of that pain. chances are if an employee is unpleasant to you, it could be because he or she is not treated very well by the company. Attitudes roll downhill and nothing can roll faster than ill will.

Too many companies do not pay enough attention to the way they treat their employees. They do not treat them as valuable business partners or let employees know their contributions matter. And the customer bears the brunt of that indifference.

Unhappy employees can wreak havoc on a business because customers tend to view the whole company by the treatment they have received from a front-line employee, said Suzanne Mikulin, president of Customer Focused Systems in Houston, a customer service consultant.

Sometimes employees are indifferent ---perhaps chatting on the phone to a friend while ringing up a sale — or downright rude, waving vaguely over to the other side of the store when a customer asks for a particular item.

That kind of treatment by soured employees makes retailers and other service providers such as airlines and banks vulnerable. Once a customer is treated badly, he often never uses that business again. After all, there are so many places for consumers to shop these days.

An optician at a Houston optical shop is angry at his employer and is trying to making his

The optician, who asked to remain anonymous, said the company made a poor business decision and to recover, cut commissions in half, which makes up about 40 percent of the

NATION

The optician said he is getting revenge. He routinely gives away free products such as nose pads, eyeglass cases and bottles of eyeglass

Unhappy employees can wreak havoc on a business because customers tend to view the whole company by the treatment they have received from a front-line employee.

cleaner. He has a stack of competitor coupons in his pocket that are worth about \$50 and he gives them to customers so they can get a discount. He automatically signs customers up as members of affinity groups so they can receive discounts that they do not deserve

The optician, who has a lot of discretion in

what he charges customers, sai causes the company to lose bet \$400 a week. He tries to give aw merchandise for every \$1 he los

Monday · March

"I try to be as subversive as hu ble," he said.

Kamikaze employees like the cian are not very common, said berg, professor of retail manageme University in West Lafayette, Ind.

Unhappy employees are more line gard the things they're trained to do: a proach customers or sell additional r berg said. That is harder to catchanian profound effect on a company'sbotts In surveys of employees, twopud

out, he said. Employees want to fe va are in the loop and that they are appro-their work, Feinberg said. g

While that is easy to do, most for an agers do not spend their time mon fo ployees or making them feel parto said. Most top retailing officers merchandising side, not the frontli berg, who has studied retailing to They're merchants - theyle

Some employers are keenlya

Anita Hill says women must look past char

WASHINGTON (AP) — Anita Hill says her case against Clarence Thomas is different from charges made against President Clinton and urges women to consider the bigger issue of the administration's policies toward women before judging his personal behavior.

Hill also joined feminist leader Gloria Steinem in saying Sunday that Clinton's alleged advances to White House aide Kathleen Willey, while improper and crude if true, did not constitute sexual harassment.

Republicans have chided Democratic women and feminist groups for not speaking out against President Clinton as they did in the sexual impropriety cases of conservative Supreme Court Justice Thomas or Republican Sen. Bob Packwood.

"There is a sort of selective outrage here," said Rep. Anne Northup, R-Ky., on "Fox News Sun-day." "I'm worried that women support groups are really Democratic support groups.

But law professor Hill, who almost brought down Thomas' 1991 nomination to the Supreme Court with her claims he repeatedly made lewd remarks to her, said on NBC's "Meet the Press" that her case was "very different."

Clinton is an elected official chosen twice by a nation that knew of allegations of past sexual scandals, she said, while Thomas was being nominated to a lifetime court position that would deal directly with cases involving sexual harassment.

Asked if a double standard exists

in how women were looking at Clinton's actions, she said: "It is a reality that we have to deal with. We live in a political world, and the reality is there are larger issues other than just individual behavior.

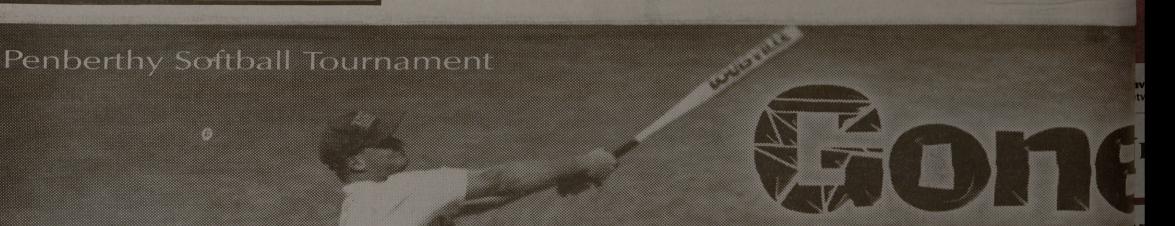
Many women see Clinton as being strong on women's issues, and "I don't think that most women have come to the point where we've said, 'Well, this is so bad that even if he is better on the bigger issues, we can't have him as president," Hill said.

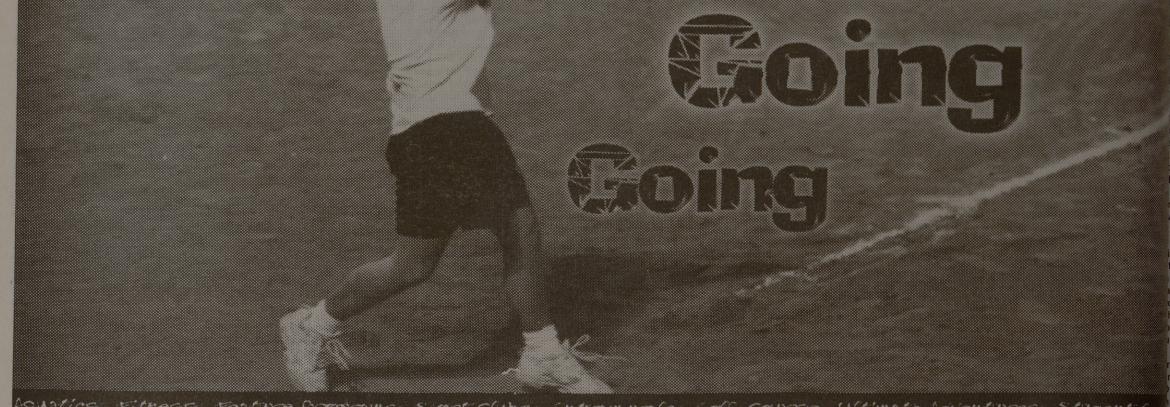
"The reality here is that the president does have the bona fides as a supporter of women in the workplace," said Sen. Carol Moseley-Braun, D-Ill., on ABC's "This Week with Sam Donaldson and Cokie Roberts.

Hill said she did not think Paula

a lawsuit with se has a very good ca lack of evidence affected by her She noted that made no claims on the job becaus sexual harassmen

on the facts that of us," Hill said. Steinem agreed Sunday's New York the allegations are to be a candidate fors apy, but he is not gu rassment. Willey "p she said, and it p again. In other words ton took 'no' for an:





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Mar. 2-Mar. 24 Mar.23-Mar.31 Mar.23-Mar.31

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AQUATICS

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- •Beginning Jitterbug-classes begin March 30, 7:30-8:45pm. • Tai Chi-classes begin March 30, every Mon. and Wed., 6-7pm. Yoga-classes begin March 24, every Tues, and Thurs.

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•Men's Volleyball	Mar. 28	8am-10pm	
•Men's Soccer	Mar. 29	8am-3pm	
For more informatic	on, please cal	l Paula Òpal at	845-30