

Guenther's Service Station and JG Designers Salon Understand Exceptional Service!

Written by Kathleen McCarthy
Tuesday, 22 January 2002 18:00

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In the past month, I have found two sources of simple but enormous pleasure, where I feel welcome and pampered as a patron. The first was my discovery of a small Conoco service station at the corner of 2nd and Warren streets in downtown Davenport, just a block west of the Centennial Bridge. It is John Guenther's Service Station, where patrons are treated with old-fashioned courtesy and service. It is perhaps one of the last of the full-service gas stations. Either John or Jerry will pump your gas, check your oil, wash your windows, and as pleasant and gracious as a customer could wish for. The unbelievable thing is that the gas is no more expensive than self-serve stations! The historic little station has two service bays for oil changes, mechanical work such as replacement of alternators and starters, basic maintenance, etc. They will also wash and vacuum your car—by hand—for less than \$12. It is a simple enough pleasure. I drive up to the pump and am greeted—by name—with great big friendly smiles and all this additional service at no extra charge. I know that Guenther's genuinely appreciates my business, and they show it through their refreshingly traditional customer-oriented practices and policies at this gem of a gas station next to the Post Office. If you want to feel valued again, just drive up to the pump. They will take care of the rest.

The second discovery was JG Designers Full Salon Day Spa, a full-service beauty salon owned and operated by Judy Klindt and Gloria Williams at the corner of Lombard and Jersey Ridge Road. It is a going concern, full of energy and creative activity. JG Designers offers all manner of hair care, including color specialists, perms, cuts and styling, conditioning treatments, hair products, and consultation. The salon also offers manicures and acrylic nails, pedicures, and a full facial spa facility that can't be imagined until experienced.

I honestly did not know that I could relax so much. I treated myself to the whole spectrum of services (except the pedicure, which is definitely next), including the full facial with massage. It was a most pleasant, relaxing, and peaceful experience. Bonnie is the skin-care specialist with nearly 10 years experience, including deep cleansing, steam therapy, exfoliation, a vitamin mask, and moisturizing, all in the context of soothing sounds, music, aroma therapy, soft lights, and gentle, cleansing facial massage. I felt as if I had melted into the lounge that cradled me. I drifted into such a deep state of relaxation that I wasn't sure if I was awake or asleep. I had no

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sense of hot or cold, just pure temperate comfort. The tactile nature of a facial massage is so completely soothing and gentle that it is mesmerizing. Soft music played, and the cares of the day slipped entirely away for those moments. It is a luxury so worth the nominal price, not to mention the huge benefit to the face and skin. The process is deeply purifying and cleansing. My skin felt brand-new, and looked immediately revitalized.

After the facial, I had my hair highlighted and cut. Rhonda was my stylist-- a fun, spirited, highly professional woman who painstakingly worked to achieve the best result. I was delighted, to say the least. The salon was abuzz with mostly women, talking not about their hair or husbands, but about the nation's economy and the war on terror, in other words the concerns of the day in a way that only women seem to, with compassion, sensibility, and intelligent debate. There was plenty of humor too. It was an environment full of camaraderie. We laughed and talked amongst one another with little inhibition. I had a ball.

As I looked around the room, I realized that this is an organization that takes appearance very seriously, and is obviously successful at it. The stylists themselves are extremely attractive people, who exhibit a great deal of confidence and pride in their trade. But it is more than that. There is a warmth and feeling of acceptance from all of them that made me feel instantly at-ease and comfortable. It was a terrific experience and a super investment because when I arrived home, my husband greeted me at the door; his eyes lit up and he said, "Look at you; you are a living doll!" Enough said.

New Mayor's Manners Need Some Help

The first thing the city of Davenport needs to invest in is a book of etiquette for new mayor Charlie Brooke. Brooke claims he wants to bring a new level of professionalism to the council, but bullying citizens during Public with Business is most certainly not going to achieve this goal. There is a professional protocol, as well as a civil one, to follow. I suggest Emily Post.

Citizens have a right to bring forward issues they believe pertain to city business. Clearly Davenport resident Joel Webber's observations two weeks ago during the council meeting concerning fluoride in our water is relevant on some level. At a minimum, the subject merits a measly five minutes of the council's time if indeed fluoride conceivably presents a problem. If the mayor had bothered to truly listen, he would have found Mr. Webber's information compelling. More importantly, however, is that Mr. Webber deserves the respect of the council, especially that of the mayor, because Brooke's primary role, not to mention his imperative, is to be the people's liaison on the council. Never mind that it is just good manners to be polite and courteous to those with enough courage to get up and speak before the body, and who consider their message important enough to do so. Mayor Brooke will learn in a very big hurry that the same arrogance and bad manners that characterized Pat Gibbs administration will not be tolerated again.