

# UCCE NEWS & VIEWS

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## Relax... Breathe...

Ahh....summertime! A time when warmth and new life is among us. Or.... when an already stressful situation gets even more so. How will you cope? How will you handle it? We all know it seems that more hours get cut or positions not being replaced, yet the same work load or more remains. It is important to remember those clichés; "You can only do so much", "You're only one person" and "Just do your best". Let's also remember however, your fellow co-workers. We are all in the same boat, so let's all be on the same team. Don't let your stress and frustrations be passed on to those whom you work with and who are not the cause of your anxiety. It's so easy to contaminate a crew with anger, frustration and mistrust. You still have to work, that's life, but remember you cannot control the situation you are in, you can only "Do your best". Let's make the best of a tough situation, play nice and have some fun at the same time.

By Dave Pilz

## Shake That Nozzle!



Fuel mix-ups continue to plague our Gas Bars!! When filling vehicles with gas or diesel fuel take the time to be extremely cautious. Read the markings on the outside of all vehicles. Read what is on the inside of the gas hatch door! Listening to vehicles is no longer enough. There are diesel cars and trucks that are very quiet and sound like any other vehicle on the road. At one time, manufacturers of diesel vehicles were kind enough to equip them with yellow gas caps. That is no longer the case. Not consistently anyway. There are no regulations that requires them to do so. It is up to the pump attendants to be accurate when dispensing fuel. One sure fire way to check is to shake the nozzle of the fuel pump when it has been inserted into the vehicle. If it is loose, you probably have the wrong nozzle. The hole and nozzle for diesel is slightly larger than those for regular gasoline. If you have put the regular nozzle into a diesel vehicle, there should be some

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Thinking of Collecting  
CPP Early?

Dr.'s Notes

movement. This is by no means the only way you should be checking fuel grade. Service Standards (P & P) states that you ask customers what you can get for them and then repeat the grade of fuel & amount back to them. If for any reason you are questioning whether or not they've given you the correct order, don't be shy about asking them if they are sure and explaining your reasons. Taking a few extra seconds to be precise could save you from starting on discipline which is usually a Step 3 with a 1 day Suspension!! So remember..... shake that nozzle!!

By Myrna Pollock

