



IN THE NEWS

Data from
PowerGram®

GM Goes Hollywood

General Motors Corp. will convert a former bakery complex in North Hollywood, CA, into an advanced design center and has hired the head designer of a rival California studio to run it, according to the *Los Angeles Times*. GM closed its Ventura County, CA, studio in 1996. The new studio will be headed by Frank Saucedo, 38, who most recently was with Volkswagen's U.S. design center in Simi Valley, CA. Saucedo got his start at GM's Opel unit in Germany. He also worked at the Ventura GM center on the 1994 Chevrolet Camaro, Pontiac Firebird and the Corvette. Thad Malesh, director of North American forecasting at *J.D. Power and Associates* suggested, "They're (GM) looking for fresh perspective. They're becoming global and global is not always viewed from the perspective of Detroit."

Toyota To Launch Prius by Summer
Toyota Motor Sales USA will bring the Prius hybrid compact car to the U.S. market in May or June, according to sources at *J.D. Power and Associates*. Thad Malesh, who heads the alternative vehicle systems practice at *J.D. Power and Associates* said, "The Prius destined for this market has different sheet metal because U.S. consumers have said they wanted the vehicle to look more mainstream."

Light Trucks Gain Again

U.S. consumers purchased or leased more light trucks - especially sport utility vehicles - last year than in 1998. Light trucks account for nearly one-half or 48.7% of the light-vehicle market, according to the *J.D. Power and Associates Sales Report*™.

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Advent Welcomes

Three additions to the Advent family of clients join us as we continue to work with our members to improve and expand the Advent Sales System.

Weatherford BMW, Berkeley, California; **North County Kia**, in Oceanside, California; and **Lake Elsinore Ford**, located in Lake Elsinore, California, are joining our ranks at a particularly exciting time. Advent welcomes these new members, and anticipates working with them to make our newest technical innovations like Superdesktm and adwebtop.com even better.

Welcome to the Advent family as our collaboration ensures a prosperous future for us all. 

Power User of the Month

From letter tweaking to Sales and Finance Training, **Al Kramer** is a legend to the Advent Help Desk.

Al is a BDC Manager by day, and an Advent Super Hero on breaks. He is the 3-dimensional Advent user who can do it all. As the Advent Trainer for the Ken Garff family of dealerships in Utah, he handles the problems that would normally plague our Help Desk. Al has astonished our staff with the variety and ingenuity of his problem solving abilities.

Al Kramer's outstanding performance is in keeping with the finest traditions of Advent. We are proud to name him Power User of the Month. 

Random Notes

Fun Facts

In an effort to educate and entertain, we present little tidbits of curious information to make you a better person (or fritter away a little of your precious time, whichever works for you.)

The first couple to be shown in bed together on prime time television were Fred and Wilma Flintstone.

- Coca-Cola was originally green.
- Every day more money is printed for Monopoly than the US Treasury.
- The Hawaiian alphabet has 12 letters.
- Men can read smaller print than women; women can hear better.
- State with the highest percentage of people who walk to work: Alaska.
- Cost of raising a medium-size dog to the age of eleven: \$6,400.
- Intelligent people have more zinc and copper in their hair.
- The world's youngest parents were 8 and 9 and lived in China in 1910.
- The youngest pope was 11 years old.
- First novel ever written on a typewriter: Tom Sawyer.
- Hershey's Kisses are called that because the machine that makes them looks like it's kissing the conveyor belt.
- The Eisenhower interstate highway system requires that one mile in every five must be straight. These straight sections are usable as airstrips in times of war or other emergency.
- Money isn't made out of paper, it's made out of cotton.
- A rat can last longer without water than a camel.
- A raisin dropped in a glass of fresh champagne will bounce up and down continually from the bottom of the glass to the top.
- Susan Lucci is the daughter of Phyllis Diller.
- A female ferret will die if it goes into heat and cannot find a mate.
- A duck's quack doesn't echo. No one knows why.
- Most lipstick contains fish scales. 

Open Letter

January 1, 2000

We at Advent Resources strive to be customer-focused in everything we do. Your feedback tells us we do a good job when it comes to our software design and our installation procedures. But...

We have some improving to do when it comes to customer support, whether it's answering a quick question or servicing your hardware. That's why I was hired a few months ago to head up the Customer Service Team. So, after having analyzed our strengths and weaknesses, we want to let you know of some changes we're making to improve service for you, our customer.

Regarding calls into our office:

- Our phone-answering routine will include asking you for some additional information.
- When you contact us by phone, please expect to be given a call reference number.
- Please have your call reference number ready when you contact us regarding an open issue.

Regarding our field technicians:

- Expect to see a new work order form to accompany any service or hardware delivered.
- You will be asked to sign a work order consenting to the work to be done as well as signing it a second time acknowledging the work has been completed, much like your own dealership probably operates.
- Field technicians are obliged to perform only the work listed on their work order; other service requested by the customer may be added only as the technician's work schedule permits. Please understand that our technicians may be keeping other equally-deserving customers waiting if they fall behind schedule.

You may also note some changes in how our phone system works. We're working now to upgrade our system to make it as easy to deal with as possible. On this or any other matter, please feel free to contact me with your thoughts, including suggestions for improvement. And thank you for your patience and your business!

G. L. Jackson
Head Coach,
Customer Service Team 

Signposts

Work in the 90's

What were the distinguishing characteristics of work in the past decade? We have a handy list for future historical reference.

- You've sat at the same desk for 4 years, and worked for 3 different organizations.
- Your resume is in a diskette in your pocket.
- You get really excited about a 2% pay raise.
- You learn about your layoff on the news.
- Your supervisor doesn't have the ability to do your job.
- Salaries of the members on the Executive Board are higher than all the developing countries' gross national products combined.
- It's dark when you drive to and from work.
- Communication is something your section is having problems with.
- You see a good looking person, and know it is a visitor.
- Free food left over from meetings is your main staple.
- Being sick is defined as "can't walk" or "in the hospital."
- You're already late on the work task you just got.
- You work 200 hours for a \$100 bonus check.
- "Vacation" is something you roll over to next year, or a check you get every January.
- Your relatives and family describe your job as "working with computers."
- Your business cards are no longer correct, just one month after you receive them.
- You have every "Cup-A-Soup" brand known to man in your desk drawer.

• You have no hobbies that do not involve an electronic device.

• During any outside-of-work event that vaguely resembles a social activity, your co-workers outnumber your family members.

• You must fill in your own job performance evaluations and target goals, because no one else really knows what you do, anyway. Besides, the HR Department was outsourced last month.

• Your biggest loss from a system crash is that you've lost your best jokes.

• You read this entire list and understood it.

We wish you the best of luck in the new millennium. 

Sometimes it Does Take a Rocket Scientist

Doh!

Scientists at NASA have developed a gun built specifically to launch dead chickens at the windshields of airlines, military jets and the space shuttle, all traveling at maximum velocity. The idea is to simulate the frequent incidents of collisions with airborne fowl to test the strength of the windshields. British engineers heard about the gun and were eager to test it on the windshield of their new high speed trains.

Arrangements were made. But when the gun was fired, the engineers stood shocked as the chicken hurtled out of the barrel, crashed into the shatterproof shield, smashed it to smithereens, crashed through the control console, snapped the engineer's backrest in two and embedded itself in the back wall of the cabin. Horrified Britons sent NASA the disastrous results of the experiment, along with the designs of the windshield, and begged the American scientists for suggestions. NASA's response was just one sentence:

"Thaw the chickens." 