

Customer Dissatisfaction!

I like the writing style of this writer. She is capable of making a rather 'dull' subject fun to read. Customer care is one of the most important aspects of any business. Because it is often said that customers do not buy products or services---they buy good feelings and solutions to problems. People value sincerity and friendly behavior. Unfortunately, in our country businesses do not have the slightest idea about customer care. Sales people are often rude to customers. I hope business owners will appreciate the fact that it is for their own good to treat clients nicely.

Mujibul Haque
Purana Paltan, Dhaka

CORRIGENDUM

In the cover story "Sunshine on His Shoulders" the photo caption on page 15 should be 'With wife and Syed Najmuddin Hashim...' instead of 'With wife and Najimuddin Hashim'. We sincerely regret the error.

Ahmed Ilias

I want to thank the writer for introducing the readers to this great poet about whom many of us knew nothing prior to reading this article. Here is a man who despite being a Pakistani fought for the rights of Bengalis. We salute him for his sacrifices. We love Bangla because it is our mother tongue. But that does not mean we will not appreciate the literary works of other languages including Urdu. Urdu has one of the richest bodies of literature. Many leading Urdu poets like Faiz Ahmed Faiz supported the liberation war of 1971 and worked tirelessly for the rights of the Benglais. Let us show respect where it is due.

Anan Chowdhury
Texas, USA

Night Birds Watch Out

It is a well written feature on the dangers of staying up late. Youngsters these days have picked up the bad habit of watching too much TV, talking too much on their cell and constantly updating status on facebook. It seems that they have to accomplish everything at night. I would request parents to enforce strict discipline at home. Students must go to bed by 12 latest and get up early. In the western countries, as long as children live with their parents, they must obey the rules. When they grow up and live in dorms, it is up to them which lifestyle they choose. But at home they must follow the orders of their parents.

Asif Nazrul
Uttara-3, Dhaka

An Avoidable Death

My heart goes out to the family members of Rafi who died this needless death. Who will take the responsibility for this tragic death? How can the authority operate swimming pools without having trained lifeguards around? It seems that human lives have no value in our country. I hope the authorities learn from this experience and start employing lifeguards at all swimming pools in the country,

Selim Chowdhury
Katabon, Dhaka