

壹：視窗

當微軟視窗作業系統剛問世的時候，它的設計應該是使用者友好的 (user friendly)，即是簡單易懂，連一般沒受過電腦訓練的家庭主婦都可以使用在管理家裏的帳單紀錄上。

有個家庭主婦瑪莉詹森到電腦專賣店買了一臺個人電腦，屬於微軟視窗作業系統 (Windows Operating System)，還買了一個黑白電腦螢幕和一個點陣印表機，買完後趕緊回到家把所有的硬體裝設好。

當她準備開始使用的時候，發現沒有想像中這麼簡單，根本不是使用者友好的，於是打電話給電腦專賣店的店員。店員給了她一支 1-800 免費電話號碼，說技術部門的人員比較能幫她解決使用上的問題。

經過短暫的休息之後，瑪莉打電話給技術部門。技術部門的人員約翰杜爾問瑪莉有沒有打開「視窗作業系統？」瑪莉因為急著要趕快繼續，只聽到「有沒有打開窗」而漏掉其他的兩個字。於是她便趕緊跑去檢查所有的窗戶，然後回來跟約翰說：「先生，所有的窗戶都打開了。」然後呢？哈！哈！

添裕的觀點：

高科技領域裏沒有東西是使用者友好的，只有您的荷包是高能力推銷員最友好的。我們的責任是要小心這些推銷員的技倆，聰明地分辨事實。顧客常常被中古車商唬弄而荷包大失血，「中古車商」已成為不誠實的人的代名詞。我常常問說：「如果他們告訴顧客所有舊車的缺點，還有人會買嗎？」大家的答案都幾乎一致是「不會。」所以問題是：「如果不隱藏舊車的缺點或甚至撒點謊，中古車商要怎麼賣車維生呢？」聰明的顧客應該學會從這些厲害的銷售員口中找出實情。

One: Windows

When the first Microsoft **Windows** Operating System (WOS) just came out, it was meant to be so user friendly (使用者友好) even an average housewife (H/W) without any knowledge of computers could run the WOS for her household accounts/records.

Mary Johnson, an average H/W went to a computer store and bought a personal computer (PC) system with WOS, a Black and White (B/W) Monitor and a Dot Matrix Printer. She rushed home and hooked up all the hardware.

Mary was ready to run her PC system, but she found out it wasn't so friendly after all. She called the clerk of the computer store where she bought the PC system. The clerk gave her a 1-800 toll free number for tech support and told her they could help her much better than he could.

After a short coffee break, Mary called tech support. The tech support agent, John Dole, asked her whether she **opened** the "**Windows** Operating System." Mary was too eager to move on and only heard the first word of WOS, i.e., "**Windows**" and missed the last two words: "Operating System." Mary immediately went to check all her **windows** and came back told John, the tech support agent: "Sir, my **windows** are all **open**." What is next? Ha! Ha!

T.Y.'s Point:

There is no friendly stuff in the high tech field, but it is your wallet which the high-powered salespersons are so friendly about. It is your responsibility to watch those sales gimmicks and be smart to get the facts. Consumers always got their wallets hurt by a used car dealer. They always insult anyone who is not honest with a name of "Used car dealer." I always ask a question: "If the used car dealer told you all the defects about a used car, would you still buy the car"? The answer is almost the same for anyone was asked, i.e., "No." My question is: "How could a used car dealer make a sale or living without hiding or even lying about the facts?" As a smart consumer, you should learn how to find out the truth from high-powered salespersons.

貳：轂蓋

美國有位約翰杜爾開著一九七一年通用奧斯摩比車（跟我在美國買的第一部新車是一樣的），從加利福尼亞州聖地牙哥開到墨西哥蒂華納市，要買些便宜的東西。他把車停在離一家皮革製品店不遠的地方後，就進了店裏。他很高興在這裏看到很多在美國境內想買卻買不起的東西。

後來約翰唱得像天使在唱一樣，邊唱歌邊回到車上，突然間，他發現車子左前輪（駕駛座旁）轂蓋不見了，於是立刻到附近一家汽車零件行求救。零件行的店員法蘭西斯克先問他車子的年份、廠商和型號，後來又說要親自看到他的車比較好，這樣才可以找到完全合適的轂蓋，於是他開開心心地帶法蘭西斯克去看他的車。法蘭西斯克看完車後回到店裏，跟約翰說要等他聯絡一下供應商，看看有沒有存貨。過沒多久法蘭西斯克就回覆約翰，說會馬上派他的兒子去拿貨。約翰很感動有這麼好的服務，於是就在那等了半個鐘頭。後來法蘭西斯克拿了一個完全符合約翰車子樣式的轂蓋給他，他付了錢，又邊唱歌邊回到車上。

這次約翰到了車那裏，發現其他三個轂蓋都不見了！

添裕的觀點：

- 一、生命是很公平的，在某些地方得到，也會在其他地方失去，這是零和 (Zero Sum) 遊戲。我們光溜溜地來到世上，也會光溜溜地離去。
- 二、請珍惜現在所擁有的，並且對明天保有盼望。九一一事件之後，我每天早上起床都很高興，因為發現自己又活過了一天。
- 三、要學習如何與人在政治、宗教方面等議題上能夠持有不同意見，別讓不同的看法傷害了你跟朋友和親人的關係。畢竟每個人對生命都持有自己的信仰。要當一個好的輸家是最難的，沒有人永遠是個贏家，包括我在內。哈！哈！

Two: Hubcap

An American, John Doe, drove his 1971 Oldsmobile Cutlass Supreme (same as my first new car in U.S.) from San Diego, California to Tijuana, Mexico to buy some cheap stuff. John parked his car a few blocks away from a leather store and went into the store. He was so happy, because he found a lot of stuff that he really wanted but could not afford in the United States.

John then went back to his car, and was singing like an angel. He suddenly found out that the hubcap of his left front (driver's side) wheel was gone. John immediately went into a nearby auto parts store and asked for help. The clerk, Francisco, asked him the year, make and model of his car. Francisco further said that it would be much better for him to see the car, so he could match it perfectly. John happily showed Francisco his car. After Francisco saw the car and came back to his store, he told John to wait for him to call his supplier to see whether it was in stock. After a few minutes, he told John that he would send his boy to pick it up right away. John was so touched by the good service, and waited for half an hour. Francisco showed him a hubcap which is the exactly right style for his car. John paid for it, and was singing again as he went back to his car.

When he got there, he found out that all the other three hubcaps were gone!

T.Y.'s Point:

1. Life is pretty fair to us, i.e., you gained somewhere, and you will lose somewhere else. It is a zero-sum game in our lives. You came to this wild world with nothing and will leave with nothing either.
2. Please be happy with what you have and hope for a better day tomorrow. After 9/11 incident, I am very happy when I wake up every morning and I find out that I just lived another day.
3. Please don't let the arguments in religion, politics and etc. hurt your friendships with your good old friend and relatives, and also learn to disagree in these subjects. After all, everyone likes to have their own way in beliefs in life matters. It is very difficult to be a good loser. No one is always the winner, not even me, Ha! Ha!