

# ASIA Reader's digest

HOURS OF GREAT READING

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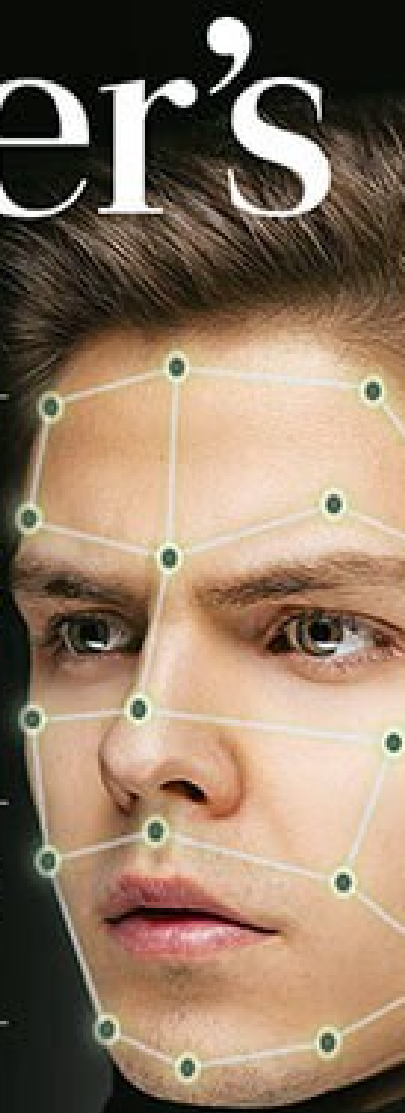
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# Haven't I Seen You Somewhere?

This man never forgets a face. And that rare ability is helping police catch criminals

BY TIM HULSE

**AUSTIN CABALLERO HAD BEEN GETTING AWAY WITH IT** for years. A shoplifter who targeted small, high-end shops in London's wealthier districts, he had helped himself to more than £100,000 worth of jewellery and designer clothing over an extended period.

"He was good," says Detective Sergeant Eliot Porritt of the UK capital's Metropolitan Police. "I hate using that word for him, but he was well dressed and calm. He would go in and engage the staff in conversation, and as soon as their backs were turned, he'd steal stuff."



*Eliot Porritt, one of the London police force's 'super-recognisers'*

# “Artistic Freedom Is Everything”

Steven Spielberg, at 70, maintains that deep down he's still a child

BY DIETER OSSWALD

IN BOX-OFFICE terms, Spielberg, who turned 70 on December 18, is the most successful movie director in the world. *Jaws*, *E.T. the Extra-Terrestrial*, *Indiana Jones* ... his movies are cinema classics. But alongside these popcorn-sagas he has also turned his hand to sterner stuff. Moviegoers all over the world found his black-and-white Holocaust drama *Schindler's List* deeply moving. Last year saw the release of *The BFG* (short for Big Friendly Giant), a movie version of the children's book by Roald Dahl in which a benevolent giant 'kidnaps' a little orphan girl.

**Reader's Digest:** *The little heroine of your latest movie is scared of giants. What were you afraid of when you were a child?* Spielberg: I was my own monster. My imagination was incredible, so I was afraid of everything. A chair could very quickly change into a spider. I remember staring up at the sky when I was five. One of the clouds up there looked like a beautiful swan.

“For my parents my imagination was a real problem ... they considered having me examined by a doctor”



# Food for the Soul

BY MARCEL THEROUX  
FROM *TRAVEL & LEISURE*



View of Rue Saint-Jean near Place Neuve Saint-Jean in the medieval old city

The French city of Lyon has long embraced the simple pleasures of traditional cuisine

**I**FIRST CAME TO LYON in 2011 to watch the Bocuse d'Or, the world's most prestigious cooking competition. Held every two years, the Bocuse d'Or takes place in a cavernous auditorium amid a frenzy of flag-waving, drum-beating spectators. In front of them, 24 chefs, competing for

their nations, strive to produce two courses of impeccable food.

Everything about the event is over the top. Each course is presented to the judges on huge salvers. The food is unnaturally elaborate, bearing the same relation to something you might actually eat as the physique of the Incredible Hulk does to a normal body shape.

The year I went, first, second and third places were all taken by teams from Scandinavia, a result that prompted laments about the decline of France as a culinary superpower.

That evening, I went into the city centre to eat at Café Comptoir Abel, a tiny, typically Lyonnaise restaurant known as a *bouchon*. It turned out to be four homely, wood-panelled dining rooms hung with posters and a dessert menu written on a blackboard. I had been advised to try the pike quenelle. It arrived on a sizzling plate in creamy mushroom sauce. By an extraordinary act of alchemy, the chef had turned a bony and basically inedible pike into a soft bolster of delicately fishy contentment. It was sublime.

I asked the chef, Alain Vigneron, what it had to do with the grandiose offerings at the Bocuse d'Or. "What I do," he said modestly, "is grandmother's cooking."

Walking home from Abel, I had the feeling of rediscovering something foreign visitors have been learning in France for at least a century: that excellent food is not a contest, or a luxury or a fashion, but something more simple and intimate - a daily act of conviviality. I felt I understood



Oh, those embarrassing bodily functions! Here's what happens to your body as you get older - and what you can do about it

# DON'T WORRY, IT'S NORMAL

BY JULIE STEWART  
FROM AARP THE MAGAZINE



## 1 WHY HAVE I SPRUNG A LEAK?

EVERYBODY LOVES TO LAUGH, but what if a good joke makes you squirt a little? Stress urinary incontinence is pretty common, says Dr Alan Wein, chief of urology at the Perelman School of Medicine at the University of Pennsylvania. "The result is, people can leak when they laugh, cough or sneeze."

Blame the ageing body. "The nerves and structures that hold things in place, and prevent the urethra from moving excessively when you laugh, cough or sneeze, deteriorate," he says. Pelvic muscle tears suffered during childbirth increase risk in women, while prostate surgery increases risk in men, says Wein.

**ONE SOLUTION?** Hit the loo more often. This leaves less fluid to leak from your bladder. Also, learn to squeeze: contract your pelvic muscles as if stopping your urine midstream. Do this for ten seconds, ten contractions, ten times a day to strengthen your urinary sphincter muscles, and then squeeze when you cough or sneeze.

Noting what you eat and drink and when you go to the bathroom or leak will help your doctor determine whether you have stress incontinence or 'urge incontinence' (when your bladder muscles contract before your bladder is full). Your doctor may advise medication or surgery, and can check for infection or bladder cancer.



## 2 WHEN DID MY BREATH GET GROSS?

**MOST BAD BREATH ODOUR** is bred on the back of your tongue, says Patricia Lenton, director of the Oral Health Clinical Research Center at the University of Minnesota. Your tongue is like a shag carpet, she says, and bacteria hide between the bumps. As we age, we take more medications, and many cause dry mouth, exacerbating bad breath.

**SOLUTIONS INCLUDE** cleaning your tongue with a smooth-edged tongue scraper, says Lenton. "Start as far back as you can." A mouthwash with zinc and cetylpyridinium chloride (CPC) is your best bet against stinky mouth bacteria, studies suggest.

When your mouth is at an alkaline pH, volatile sulphur compounds are

ALL PHOTOS: GETTY IMAGES



# How to Get What You Paid For

BY BEN POPKEN

A guide to getting good customer service (without getting arrested)

PHOTO: ISTOCK

MONA SHAW WALKED into her local telco's customer-service office one day swinging a claw hammer. The feisty 75 year old clobbered several pieces of office equipment before she was stopped. "Now do I have your attention?" she asked.

Reliable phone service was critical for Shaw and her husband. They lived in an isolated rural area and had a history of calling for emergency medical assistance. The Shaws were switching to a phone-internet-TV package, but after days of spotty phone service, a botched installation attempt, a missed service appointment, and blithe indifference, Shaw went to the company's local office.

She waited two hours for the manager before a customer-service representative announced that the manager had gone home for the day. That was the last straw so Shaw went back to her house and fetched her hammer.

Was Mona Shaw's reaction extreme? You bet. She received a three-month suspended sentence for disorderly conduct, a \$345 fine for damages and a year-long restraining order that barred her from going near

the company's office. Yet consumers everywhere can identify with her frustration.

As costs balloon and income shrinks, customers are chasing value while businesses are chasing profits. Naturally, there are some nasty collisions. But good service is, in the end, good business – and it's something both sides want.

But how much time should you spend on the problem? Calculate your income as an hourly wage. If your time is worth \$30 an hour, don't spend all day chasing down a \$25 refund. Life is short. Hold times are long.

Before you open your mouth to complain about poor customer service, you need to ask yourself two questions: Do I have a valid complaint? Am I expecting a reasonable solution? If the answer to both questions is 'yes,' you can use the strategies here – gathered from both our readers and customer-service experts – to get satisfaction for almost any transaction.

Give regular customer service a shot first. Concisely and calmly explain your problem. If they don't do what you want, try repeating the reasons. If the first rep is stuck on no, call back and get a different one. Talking to a supervisor sometimes works. If it doesn't, it's time to escalate your tactics by following these tried-and-true tips.