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LOST IN TRANSPORTATION

AIRLINES' LUGGAGE RECONCILIATION GETS SMARTER

Victor DaRosa stands under a scorching afternoon sun, loading bags onto a jet heading to Detroit. As each suitcase climbs up the conveyor belt into the plane, a small computer verifies that it actually belongs on that flight. If one bag didn't, a red light would flash and the belt would stop until somebody acknowledges the mistake and reroutes the luggage. This is the future of baggage handling. Delta Air Lines is investing USD50 million to soothe one of air travel's biggest headaches: lost

and delayed luggage. Delta carried nearly 120 million checked suitcases last year, collecting \$25 in fees, each way, for most domestic bags. For that price, fliers expect their suitcase to be waiting on the carousel when they arrive. Delta already has one of the airline industry's best luggage handling records — just 1 out of every 500 bags failed to arrive on time — but hopes that by deploying a RFID, or radio-frequency identification, tracking system globally it can improve further.

CONTINUED ON X3



DRIVE IN

Jake Coyle, AP Film Writer

IN 'SOUTHSIDE WITH YOU,' WHEN BARACK MET MICHELLE

Writer-director Richard Tanne's feature film debut "Southside With You" views history through an unlikely, heart-shaped prism: the first date between Barack Obama and Michelle Robinson. Contemplating further such forays into presidential romance is indeed frightful. Are we itching closer to a rom-com about the courtship between Gerald and Betty? Or, heaven help us, "Pizza Night With Bill and Hillary"?

And yet Tanne's film is no mere First Couple valentine. Nuanced and charming, "Southside With You" is a sunny, strolling odyssey through African-American life in 1989, filtered through two future icons as they navigate the world around them and their place in it. Tanne and his excellent actors (Parker Sawyers as Barack, Tika Sumpter as Michelle) compress into a single day something broader and more meaningful than White House trivia.

Though the movie settles into a Richard Linklater-like series of conversations and encounters, it begins with the blare of Janet Jackson's "Miss You Much" on the car radio and the unmistakable feel of an '80s movie. "Southside With You" is, in a way, a portrait of a president-to-be as a young John Cusack.

Riding in a beat-up yellow Da-

tsun and flicking his cigarette ash out the window, 28-year-old Barack is on his way to pick up Michelle, a 26-year-old colleague from their law firm who persistently insists that they are emphatically not on a date. "Just another smooth talking brother," is Michelle's judgment, as recited here by her mother.

The Obamas' first encounters were, to an extent, sweetly old-fashioned. He took her to a movie. They kissed over ice cream at Baskin Robbins.

But the film was no mere date movie; it was Spike Lee's "Do the Right Thing." And their stops include an African American art exhibit at the Art Institute of Chicago and a community meeting in a church (something incorporated here from a later date) where "Brother Barack" flashes his speech-making skills.

They drive a little and walk a little through Chicago's Southside, but they're also passing through a larger cultural atmosphere. Barack is reading Toni Morrison's "Song of Solomon" before he leaves to pick up Michelle. Names of people killed on the streets of Chicago adorn a wall they stride past. Debate over the divisive ending of "Do the Right Thing" (when Mookie throws a trash can through Sal's pizzeria) engulfs them outside the theater.



Tika Sumpter (left), and Parker Sawyers in a scene from "Southside With You"

Sumpter and Sawyers both, against the odds, evade the trappings of impression and give natural, intimate performances about two outsiders on their way to becoming Beltway insiders. "I'm tired of being two different people," Michelle says of being a black woman in a white world. They are both in the process

of forming themselves, measuring their own ambitions. The undertow of history is all around: "Something else is pulling me," says Obama. Inevitably, approximately half of the moviegoing electorate will have little interest in "Southside With You." But the film is essentially devoid of politics. Its tender-

ness, warmth and modesty (it's a mere 84 minutes long) is an all the more a welcome change of pace in this election year. Even most of the winks you'd expect in an origin story like this aren't heavy-handed. Some are actually quite good. As Michelle gets ready for her date, her fa-

ther hollers, ominously, "So what's this boy's name?"

"Southside With You," a Miramax and Roadside Attractions, is rated PG-13 by the Motion Picture Association of America for "brief strong language, smoking, a violent image and a drug reference." Running time: 84 minutes. ★★☆☆

BOOK IT

DAVID FREED'S 'HOT START' HAS SENSE OF AUTHENTICITY

For a fictional action hero, Cordell Logan, a former military assassin now scraping out a living as a flying instructor in Southern California, is a real softie.

He never stopped pining for Savannah, the love of his life, and has been inconsolable since his actions in "Voodoo Ridge" inadvertently led to her death. He spoils his cat, Kiddiot, who returns his affections by alternately clawing and ignoring him. He's striving — and largely failing — to find serenity as a Buddhist. And he dotes on Mrs. Schmulowitz, his ancient busybody of a landlady, whose health problems provide an emotional subplot for "Hot Start," the fifth novel in this fine series.

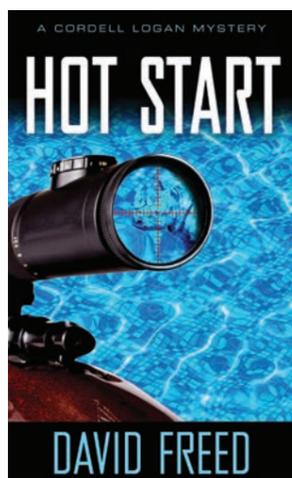
The main story line gets rolling when a strident animal rights advocate is arrested for gunning down an international big game hunter and his wife at their luxurious Cali-

fornia estate. The accused is a distant relative of Savannah's father, who uses Logan's guilt to persuade him to look into the matter.

But soon, the case takes several surprising turns, and Logan finds himself tangling with the police, an international call-girl ring, a corrupt congressman, the White House and a vicious Czech crime boss who wants Logan taken off the board.

David Freed is unusually well equipped to tell such tales. He won a Pulitzer Prize covering the police for the Los Angeles Times, covered war in Kuwait and Iraq, worked for a government security agency, holds a security clearance from the Department of Defense, and is an experienced pilot who, like Logan, owns his own airplane.

The result is another well-written yarn told with both a streak of quirky humor and a sense of authenticity. And



"Hot Start" (Permanent Press), by David Freed

like many real-life action heroes — as opposed to most fictional ones — Cordell Logan is as uncomfortable with violence as he is capable of it.

Bruce DeSilva, AP

tTUNES

JOANNA CONNOR'S FIERCE BLUES ON 'SIX STRING STORIES'

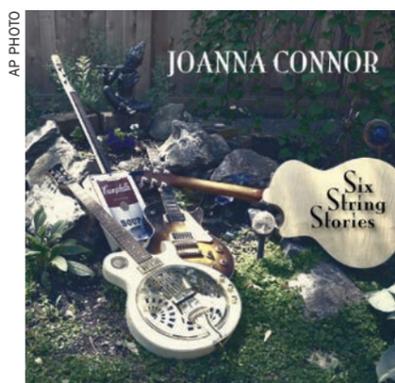
"Six String Stories" is her first studio album in 14 years, but thousands of gigs in the interim have only enriched Chicago-based Joanna Connor's fierce guitar skills and expressive, bluesy vocals.

Written mostly with longtime bandmate Marion Lance Lewis, Connor goes from blues to rock to near-gospel and back in a striking mix.

The time off to raise a daughter has sharpened Connor's songwriting while also enhancing her dynamic range — the powerful drive of her earlier work remains but some tracks take it down a notch or two and provide breathing room.

"It's A Woman's Way" kicks off the album with a distinct female perspective but Connor's solos erase any gender bias. Her cover of Jill Scott's "Golden" is more relaxed but just as passionate as the original, while also referencing Stevie Wonder's "Living for the City."

"Heaven" starts with rolling percussion like Joni Mitchell's "Dreamland" but then builds a tower of a song with sinuous acoustic guitar lines, a horn section, Bonnie Raitt-like vocals, a



Joanna Connor, "Six String Stories" (M.C. Records)

trumpet solo and a passionate sermon.

Instrumental "Halsted Street" purrs like medium-paced acoustic Al Di Meola until a brief drum solo paves the way for fretboard frenzy and Connor shreds any preconceptions you may harbor about a woman who describes herself as looking "like somebody's mom."

Pablo Gorondi, AP

NEWS OF THE WORLD

Scott Mayerowitz, AP Airlines Writer

The quest to end lost airline luggage

CONTINUED FROM FRONT PAGE

If the system works, other airlines are likely to follow. Ultimately the bag tag might be replaced with permanent RFID readers in our suitcases, reducing the chances fliers in the future will start a vacation missing their swimsuit.

"It's a very smart move," says Henry Harteveldt, founder of travel consultancy Atmosphere Research Group. "It's one that will help increase customer confidence that their bags will arrive with them."

RFID wirelessly identifies tags attached to items. The technology is widely used at warehouses to track goods but Delta's rollout is the first global use for passenger bags.

To better understand the technology, think about your local supermarket. If every grocery item had an RFID tag, cashiers wouldn't have to scan each product at checkout. Instead, the groceries would pass by a scanner and be instantly registered. Shoppers could even leave everything in their cart, having it all tallied at once.

The same principles apply to checked luggage.

Most airlines today use barcodes on tags to identify each suitcase — each tag has its own unique 10-digit number — and make sure it is loaded onto the right plane. But reading each barcode with a handheld scanner is time consuming. Often, a bag or two aren't scanned or

error messages are missed by workers focused on getting planes out on time.

Delta designed its system to stop those errors. At the airline's 84 largest airports — accounting for 85 percent of its passengers — Delta will have 1,500 special belt loaders with RFID readers built in. Those loaders — like the one DaRosa was using — stop when a bag for a different flight is accidentally placed on the belt.

"It's amazing technology," says DaRosa, a ramp supervisor who has been testing the technology at Baltimore Washington International Airport. "It's going to totally eliminate a bunch of careless little errors."

Replacing handheld scanners allows ramp workers to use both hands to lift bags, reducing injuries and speeding up the loading and unloading process. RFID also shortens the time needed to find and remove a bag from a plane at the last second. All of that means more on-time flights.

Delta is also using RFID to track bags through the labyrinth of conveyor belts below terminals. If bags fall off a belt at a particular curve or get stuck at a junction, Delta will now have enough RFID readers — about 5,200 globally — to pinpoint the trouble spot and fix it. The Atlanta-based airline says it plans to have the system online in 344 airports by the end of

August.

The new tags look like traditional ones. But if held up to the light, passengers can see a fingernail-size chip and a credit card size antenna inlaid inside.

By the end of this year, fliers will be able to track their bags through the Delta smartphone app, getting push notifications at each step of the journey. If a bag misses its flight, passengers are also notified instantly.

That way passengers "aren't standing at a baggage carousel waiting for the last piece of luggage to come off to realize their bag isn't there," says Sandy Gordon, Delta's vice president of airport operations for the eastern U.S.

Most passengers' bags do arrive on time. But there are so hiccups, with 1 out of every 500 bags Delta carried last year failing to do so. It's a record surpassed by only Virgin America and Jet-Blue Airways, which both have smaller and simpler route networks. Twice as many were delayed last year on American Airlines, according to statistics reported to the Department of Transportation.

Bags often get delayed when bad weather forces tight connections or passengers are rerouted onto new flights.

Of the 245,000 bags Delta mishandled last year, 208,000 of them arrived within three hours, according



The inside of a sample RFID-enabled Delta Air Lines baggage tag

to the airline. Another 25,000 were reunited with passengers within 12 hours. The remaining 12,000 were either lost or took more than 12 hours to be delivered.

Installing RFID isn't going to solve all of Delta's baggage problems. But the airline estimates a 10 percent reduction in delayed bags. That means about 25,000 fewer bags the airline has to deliver to passengers' homes, offices or hotel rooms.

For the past five years, Australian airline Qantas has offered a permanent RFID bag tag that fliers can purchase for about USD23 and use when flying the airline domestically. Several big airports, including those in Las Vegas, Hong Kong, Milan and Tokyo, use RFID to track bags through parts of their systems. But Delta, the world's second largest carrier by passenger traffic, is providing the most-comprehensive tracking the industry has seen to date.

Airlines have long found RFID too pricey but the cost has dropped. McCarran In-

ternational Airport in Las Vegas says it currently pays 12 cents for each RFID tag, down from 21.5 cents a decade ago. Traditional tags cost the airport 3 cents. Delta refused to say how much it's paying for RFID bag tags, except that it is less than 10 cents each.

The new tracking system won't follow every suitcase. There are limitations.

It includes bags checked at the gate and claimed at a baggage carousel. But items like strollers or bags checked at the gate for regional jets — those picked up at the arriving gate — currently aren't tracked with RFID.

If a Delta passenger connects onto a flight with a Delta partner like Air France, the traditional barcode tag takes over for the final leg of the journey. However, an Air France passenger connecting to a Delta flight gets a RFID sticker added to the traditional tag when their luggage first enters Delta's possession.

And nothing is preventing the airline from losing your bag if any of these tags get ripped off along the way.



Bags wait to be checked at a Delta Air Lines counter at Baltimore-Washington International Thurgood Marshall Airport in Linthicum



Workers unload baggage from a Delta Air Lines plane

WORLD OF BACCHUS

Jacky I.F. Cheong

The Hanseatic Claret



ROTSPOON HAMBURGER ROTSPON 2010

A classic bordelais blend – more inclined to the Right Bank – of Cabernet Franc, Merlot and Cabernet Sauvignon from AOC Bordeaux Supérieur matured in Hamburg. Rich garnet with cardinal-carmine rim, the aromatic nose offers blackberry, mulberry, cinnamon, sous bois and geranium. Supported by lively acidity, juicy tannins and clear minerality, the expressive palate delivers bilberry, cranberry, nutmeg, dark chocolate and sweet oak. Medium-full bodied at 13%, the fruity entry continues through a fleshy mid-palate, leading to a supple finish.

Stretching from the Baltic Sea in the east to the North Sea in the west, the Hanseatic League – alternatively Deutsche Hansa or simply Hansa – was the dominant mercantile and military force in northern Europe during the Early Modern Period. The word Hansa comes from Middle Low German (“Middle” refers to the historical period, as opposed to “Old”, whereas “Low” refers to the lowlands in the north, unrelated to social status), meaning convoy or guild. The name of Germany’s national carrier, Lufthansa, also stems therefrom.

Established in 1356, the Hanseatic League was an alliance of merchant guilds, towns and cities. Its raison d’être was to protect the economic and political interests of members, not unlike the Old Swiss Confederacy. Lübeck was the capital, judicial seat and shipbuilding centre of the Hanseatic League. Strategically located, Lübeck was the gateway to the vital maritime trade routes in northern Europe, where goods such as cloth, metalwork, salt and wine from the North Sea travelled eastward, while materials such as amber, cereal, fur and timber from the Baltic Sea travelled westward. One of the enduring legacies of the Hanseatic League is the Weser Renaissance, part of the wider Northern Renaissance.

At one point, the Hanseatic League was powerful and ambitious enough to wage wars against the Scandinavian countries, whilst ruffling feathers with England. It took the combined force of hostility from Poland (defeated the Teutonic Knights) and Russia (closed the important port in Novgorod), competition from the Netherlands (invented corporate governance, e.g. the board of directors system) and Italy (developed modern banking, e.g. Banca Monte dei Paschi di Siena, the oldest surviving bank in the world established in 1472, which became financially stricken in recent years), and invasion from Sweden during the Thirty

Years’ War to end the Hanseatic League’s dominance in the region.

The gradual decline of the Hanseatic League continued and, when it finally ceased to exist in 1862, there were only 3 member-cities left: Lübeck, Hamburg and Bremen. Officially Freie und Hansestadt Hamburg (Free and Hanseatic City of Hamburg) and Freie Hansestadt Bremen (Free Hanseatic City of Bremen), both Hamburg and Bremen are not just “free” and Hanseatic, referring to their illustrious history, but also 2 of the 16 Bundesländer (Federal States) of Germany.

Why is Lübeck, dubbed “Queen of the Hansa”, merely Hansestadt Lübeck (Hanseatic City of Lübeck), missing the “free” and Bundesland (Federal State) status? Lübeck was indeed Freie und Hansestadt Lübeck (Free and Hanseatic City of Lübeck) until 1937, when Adolf Hitler decreed that it be absorbed by Prussia. The Führer held a grudge against Lübeck, since the city refused to allow him to campaign there in 1932.

The word “Rotspón”, of Low German origin, originally means red wood or red horse. Rotspón also refers to a unique style of German red wine, produced in France (traditionally Bordeaux), shipped to Germany, then matured and bottled in Hanseatic cities. In the past, Rotspón used to be finer and more expensive than clarets, an opinion shared by Napoléon Bonaparte, no less. That could be due to two reasons. First, not unlike Scotland, the cool and damp climate in northern Germany is ideal for slow maturation. Second, the Hanseatic League had the means to purchase quality oak barrels to cultivate and refine the wines, almost following the Spanish elaboración concept, when Bordeaux could not afford to.

Regional Importer: Rotspón HK Ltd; W: www.rotspón.hk; E: eunice.lo@rotspón.hk; T: +852 9730 3173

Jacky I.F. Cheong is a legal professional by day and columnist by night. Having spent his formative years in Britain, France, and Germany, he regularly writes about wine, fine arts, classical music, and politics in several languages

RESTAURANTS

CANTONESE



GRAND IMPERIAL COURT
5pm – 12midnight
T: 8802 2539
Level 2, MGM MACAU



IMPERIAL COURT
Monday - Friday
11am - 3pm / 6pm - 11pm
Saturday, Sunday & Public Holidays
10am - 3pm / 3pm - 11pm
T: 8802 2361
VIP Hotel Lobby, MGM MACAU

BEIJING KITCHEN
Level 1, Grand Hyatt Macau
Opening Hours
11:30am – 24:00



KAM LAI HEEN
Grand Lapa, Macau
956-1110 Avenida da Amizade, 2/F
T: 8793 3821
11:00 - 15:00 / 18:00 - 22:00
(Close on Tuesday)

SHANGHAI MIN
Level 1, The Shops at The Boulevard
Opening Hours
11:00 - 15:00; 18:00 - 22:30

SHANGHAI

CATALPA GARDEN
Mon - Sunday
11:00 - 15:00 / 17:30 - 23:00
Hotel Royal, 2-4
Estrada da Vitoria
T: 28552222

FRENCH

寶雅座
AUX BEAUX ARTS

AUX BEAUX ARTS
Monday – Friday
6pm – 12midnight
Saturday – Sunday
11am – 12midnight
T: 8802 2319
Grande Praça, MGM MACAU

GLOBAL

HARD ROCK CAFE
Level 2, Hard Rock Hotel
Opening Hours
Monday to Sunday : 11:00 - 02:00
Sunday : 10:00 - 02:00

CAFÉ BELA VISTA
Grand Lapa, Macau
956-1110 Avenida da Amizade, 2/F
T: 87933871
Mon - Thurs
06:30 – 15:00 / 6:00 – 22:00
Fri – Sunday
06:30 – 22:00

MEZZA9 MACAU
Level 3, Grand Hyatt Macau
Opening Hours
Dinner: 5:30 – 11:00



VIDA RICA (RESTAURANT)
2/F, Avenida Dr Sun Yat Sen, NAPE
T: 8805 8918
Mon - Sunday
6:30 – 14:30 / 18:00 – 23:00



MORTON'S OF CHICAGO
The Venetian(r) Macao-Resort-Hotel
Talpa, Macau
T:853 8117 5000
mortons.com
• Bar
Open daily at 3pm
• Dining Room
Monday - Saturday: 13:00 - 23:00
Sunday: 17:00 - 22:00

ABA BAR

ABA BAR
5pm – 12midnight
T: 8802 2319
Grande Praça, MGM MACAU



PASTRY BAR
10am – 8pm
T: 8802 2324
Level 1, MGM MACAU



ROSSIO
7am – 11pm
T: 8802 2372
Grande Praça, MGM MACAU



SQUARE EIGHT
24 hours
T: 8802 2389
Level 1, MGM MACAU

ITALIAN

LA GONDOLA
Mon - Sunday
11:00am – 11:00pm
Praia de Cheoc Van, Coloane,
next to swimming pool
T: 2888 0156



PORTOFINO
Casino Level1, Shop 1039,
The Venetian Macao
TEL: +853 8118 9950



AFRIKANA
Monday to Sunday
6:00pm – 3:00am
Location : AfriKana, Macau Fisherman's Wharf
Telephone Number : (853) 8299 3678

JAPANESE

SHINJI BY KANESAKA
Level 1, Crown Towers
Lunch 12:00 - 15:00
Dinner 18:00 - 23:00
Closed on
Tuesday (Lunch and Dinner)
Wednesday (Lunch)

ASIAN PACIFIC

ASIA KITCHEN
Level 2, SOHO at City of Dreams
Opening Hours
11:00 – 23:00

GOLDEN PAVILION
Level 1, Casino at City of Dreams
Opening Hours
24 Hours



GOLDEN PEACOCK
Casino Level1, Shop 1037,
The Venetian Macao
TEL: +853 8118 9696
Monday - Sunday:
11:00 - 23:00

PORTUGUESE

CLUBE MILITAR
975 Avenida da Praia Grande
T: 2871 4000
12:30 – 15:00 / 19:00 – 23:00

FERNANDO'S
9 Praia de Hac Sa, Coloane
T: 2888 2264
12:00 – 21:30

WESTERN

FOGO SAMBA
Shop 2412 (ST. Mark's Square)
The Venetian Macao
TEL: +853 2882 8499

THAI



NAAM
Grand Lapa, Macau
956-1110 Avenida da Amizade, The Resort
T: 8793 4818
12:00 – 14:30 / 18:30 – 22:30
(Close on Mondays)

BARS & PUBS



38 LOUNGE
Altrira Macau,
Avenida de Kwong Tung, 38/F Talpa
Sun-Thu: 13:00 – 02:00
Fri, Sat and Eve of public holiday:
15:00 – 03:00

R BAR
Level 1, Hard Rock Hotel
Opening Hours
Sun to Thu:
11:00 – 23:00
Fri & Sat:
11:00 – 24:00



BELLINI LOUNGE
Casino Level 1, Shop 1041,
The Venetian Macao
CONTACT US:
Tel: +853 8118 9940
Daily: 16:00 - 04:00



D2
Macao Fisherman's Wharf
Edf. New Orleans III
Macao

VIDA RICA BAR
2/F, Avenida Dr. Sun Yat Sen, NAPE
T: 8805 8928
Monday to Thursday: 12:00 – 00:00
Friday: 12:00 – 01:00
Saturday: 14:00 – 01:00
Sunday: 14:00 – 00:00

VASCO
Grand Lapa, Macau
956-1110 Avenida da Amizade, 2/F
T: 8793 3831
Monday to Thursday: 18:30 – 12:00
Friday to Saturday: 18:00 – 02:00
Sunday: 18:00 – 24:00

FOOD & DRINK

Sarah Skidmore Sell, AP



NO-TIPPING TREND NOW AT MORE RESTAURANTS, WITH MIXED RESULTS

When the bill comes after a meal, there's no crunching numbers for the tip — just pay and go.

A small but growing number of restaurants are doing away with the tipping model that's long been the norm in the United States. It's an effort to even disparate pay among restaurant staff and offer them more predictability, as well as a means to cope with rising minimum wages and other industry changes. While restaurants that have eliminated the entrenched practice have seen mixed results — and some ended up abandoning the experiment — a number of restaurants are still trying it.

"Primarily we wanted to take the reins of compensating our employees," said Andy Fortang of Le Pigeon in Portland, Oregon, which eliminated tipping in June.

Le Pigeon raised its prices an average of 20 percent and now compensates workers with a mix of base pay and a

percentage of the night's food and beverage sales. Cooks, dishwashers and other "back of the house" employees got a slight pay increase, and waitstaff, bartenders and other "front of the house" staff took a small cut, but everyone shares in the success of a busy night.

"The staff in our restaurants are well-trained, intelligent individuals and they are passionate," Fortang said. "It seems fair they be paid an award for that, instead of just leaving that to someone who may or may not leave a tip."

Some restaurant owners see tipping as a flawed system. Aaron Adams, who owns the no-tips Farm Spirit in Portland, says it creates a "weird dynamic" between the customer and server. His hope is to keep raising pay so his staff can support their families and buy homes.

Tipping also creates a pay gulf between restaurant staff. Researchers at Cornell Univer-

sity and Ohio State University found that in large metro areas, the median weekly wages of front-of-house employees exceeded those of back-of-house employees by 29 to 80 percent. At fine dining establishments, where the gap is largest, that means a median of USD792 versus \$441.

Servers in some states also contend with laws that let employers pay less — sometimes below minimum wage — and allow tips to make up the difference.

But minimum wage hikes began to raise restaurant expenses and threatened to widen the pay divide by increasing the base wage for tipped workers. A chef shortage grew more severe. And for several western states, a court upheld a federal rule that prohibits tip-sharing among all staff members, which used to be commonplace. Only a handful of U.S. restaurants have adopted the no-tipping model, the National Restaurant Association says. It

hasn't always been a success. Thad Vogler of Trou Normand and Bar Agricole in San Francisco did away with tips at the beginning of 2015 but brought them back 10 months later because he kept losing staff to competitors that did allow tipping. Joe's Crab Shack, a national chain, reduced its no-tipping experiment from 18 restaurants to four after a poor response from customers and staff. Robert Merritt, CEO of parent company Ignite Restaurants, said the system needs to change, but "customers and staff spoke very loudly and a lot of them voted with their feet."

Still, Union Square Hospitality Group, which owns Gramercy Park Tavern and other restaurants in New York, is eliminating tipping at all its properties by the end of 2016 and said thus far guests have largely received it well. And a handful of notable Portland restaurants announced plans this summer to adopt the model, based on the success of restaurants in Brooklyn and Los Angeles.

"Everyone is looking at this because there are external issues that are pushing restauran-

ts to look at their bottom line," said Scott Dolich of Park Kitchen, which dropped tips and raised prices in June.

Dolich says he can now pay staff equitably. He also revamped shifts so most employees work full-time and in multiple roles. Wyeth Yogi, who used to work solely in the kitchen, says he enjoys the mix of work and increased pay. But it didn't go over smoothly with everyone, and nearly all the servers left because of the change.

Other restaurants saw similar issues. ChefStable, which runs several Portland restaurants, tested a no-tipping model at its bar Loyal Legion more than a year ago. But owner Kurt Huffman said he realized it was a mistake after watching customer after customer push cash toward his staff and them having to refuse it.

"It didn't just not work," he said. "It was a revelation as to what a terrible idea it is to begin with."

After tipping returned, Huffman said the average pay for front-of-house staff jumped from \$18 an hour to more than \$30 an hour and service improved. He kept the higher wages for kitchen workers.

WHAT'S ON



TODAY (SEP 2)

THE 4TH MACAO INTERNATIONAL TRAVEL (INDUSTRY) EXPO

The 4th Macao International Travel (Industry) Expo is a significant annual gathering for the tourism industry, providing latest news in the local and overseas industry for exhibitors and industry professionals as well as useful travel tips for travel enthusiasts. Highlights of the Expo include seminars, a studio showing tourism videos, sales for FIT travel products, as well as folk custom and specialty show. The Expo has attracted a number of enterprises and entities from different countries and regions, including travel agencies, hotels, resorts, scenic spot operators and tourism-related businesses, etc. Macao Government Tourism Office has set up a Macao pavilion in the Expo to showcase Macao's diverse tourism elements and provide tourism information.

TIME: 11am-7pm (September 2-3)
11am-6pm (September 4)

VENUE: Hall D, Cotai Expo of the Venetian Macao

ADMISSION: Free

ENQUIRIES: (853) 2870 3707

ORGANIZER: Macao Government Tourism Office



TOMORROW (SEP 3)

2016-17 SEASON OPENING CONCERT - NO. 1 PIANO - YULIANNA AVDEEVA AND MACAO ORCHESTRA

Yulianna Avdeeva, the first prize winner of the 2010 International Chopin Piano Competition, will be making her Macao debut. Having scored a landslide victory in the pianists' Oscar, Avdeeva was the first female winner after Martha Argerich, to triumph in the contest and enjoy high acclaim from music critics and audiences.

Despite her youth, Avdeeva bears a sophisticated and all-round artistic upbringing. Her performance of piano concertos of Chopin and Mendelssohn, this time, will be an absolute manifestation of her skill diversity developed over the years following her victory in the most important contest in the piano world.

TIME: 8pm

VENUE: Macao Cultural Centre

ADMISSION: MOP150, MOP250, MOP350, MOP400

ORGANIZER: Macao Orchestra

ENQUIRIES: (853) 2853 0782

<http://www.icm.gov.mo/om/en>

12TH MACAO COMIC FESTIVAL

This event - the sounding board of local comics culture - serves as an exciting motivator for youngsters interested in the genre and is an indispensable opportunity for those using the

comics or games characters as a way of creating their own products or exhibiting, selling and exchanging creative ideas. Encouraging more people to get involved in the comics industry, the Festival features products for sale, illustration skill lecture, exhibits area, performances, Cosplay plus graffiti board and 'Wonderland' photo shooting area.



TIME: 2pm-6pm (open on public holidays)

DATE: September 3-4, 2016

VENUE: Pavilion I of Macao Forum, Avenida Marciano Baptista

ADMISSION: MOP25

ENQUIRIES: www.facebook.com/inMCF

ORGANIZER: Maple Studio



SUNDAY (SEP 4)

THE MACAO CHINESE ORCHESTRA 2016-2017 SEASON OPENING CONCERT "ROMANCE OF THE BUTTERFLIES' DREAM"

The Macao Chinese Orchestra presents a stunning love story as a prologue to its 2016-2017 Concert Season.

Programme Highlights: "The Butterfly Lovers" - Chen Gang and He Zhanhao, Sophia Feinga Su, Violin; Symphonic Suite "The Dream of the Maritime Silk Road" - Du Ming Arr. Zhang Shuping; "A Place Far Away" - Música folclórica da Mongólia Arr. Wang Luobin; Xie Binghua, Yao Zhongyi, Zhang Yan, Chen Yu, Quartet vocal; "Largo al factotum" - G. Rossini Arr. Ai Liqun, Sun Li, Baritone.

TIME: 8pm

VENUE: Macao Cultural Centre

ADMISSION: MOP80, MOP100, MOP120, MOP150

ORGANIZER: Macao Chinese Orchestra

ENQUIRIES: (853) 8399 6678

<http://www.icm.gov.mo/ochm/E/default>

MONDAY (SEP 5)

THE EXHIBITION OF "CAFFEINE - WORK BY JOÃO JORGE MAGALHÃES"



"Taste a cup of coffee. Visualize João Jorge Magalhães landscapes. Art can be so approachable." Living in Macao since the age of four and facing the over development in Macau, he feels very sad and helpless. The nostalgic fragments of an "old Macau" continue to Inspire to his artwork. His artwork is visually attractive. While experiencing his work, cover up by a sense of joy, hints of the problems faced by society may reveal themselves, leading its viewer to self-reflect upon their own lives. Otherwise, João Jorge Magalhães' installation - Tsunami Two - uses over 500 spoons. The message he is hoping to convey is that of the disparity between the rich and poor and the reminder to value the food that the earth provides for us. Members of the public are invited to collect spoons from this installation in exchange for a charitable donation. Fifty percent of the installation's income donate to Oxfam, supporting the "Oxfam and Development (General Funding)" and "Oxfam in Africa" projects.

TIME: 11am-9pm

UNTIL: September 30, 2016

ADMISSION: Free

VENUE: TOM N TOMS' COFFEE, Avenida do Conselheiro Ferreira de Almeida 20 - B, Regent Court Res-do-chao A)

ENQUIRIES: (853) 2856 0160



TUESDAY (SEP 6)

THE ENCHANTING RED BOAT

Entering its Golden Age in the early 20th Century when vocal techniques, performances and repertoires reached new heights, in tandem with the emergence of famous Cantonese Opera maestros, the pervading influence of Cantonese Opera led to it being inscribed on the Tentative List of Macao SAR Intangible Cultural Heritage and the National Intangible Cultural Heritage List in 2006, as well as the Representative List of the Intangible Cultural Heritage of Humanity in 2009. Contemplate the beauty of this traditional art through the nostalgia of the genre, the development of Macao Cantonese Opera, Opera Maestros' lives and skills, and other features in this fascinating exhibition - The Enchanting Red Boat - An Episode of the Cantonese Opera Culture.

TIME: 10am-6pm (no admission after 5:30 pm), closed on Mondays (open on public holidays, free to public on 15th of every month)

UNTIL: October 9, 2016

ADMISSION: MOP15

VENUE: Praceta do Museu de Macau 112

ENQUIRIES: (853) 2835 7911

ORGANIZER: Macao Museum

www.macaumuseum.gov.mo

WEDNESDAY (SEP 7)

60TH ANNIVERSARY OF MACAO ARTISTS SOCIETY

The collective art exhibition A Sexagenary Revision - Masters of the Macao Artists Society features a selection of 60 works created by 36 late artists that had lived in Macao in celebration of the 60th anniversary of the Society. Dedicated to celebrating the most prominent artists of their generation,

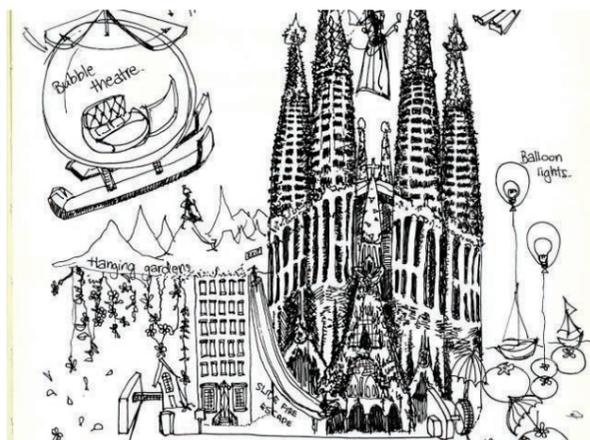
the exhibition showcases a selection of their finest calligraphy, oil paintings, watercolours and traditional Chinese ink. One highlight is a series of rare collaborative paintings created exclusively for the National Day of the People's Republic of China.



TIME: 10am-7pm (closed on Mondays, open on public holidays, no admission after 6:30 pm)
UNTIL: October 4, 2016
VENUE: Handover Gifts Museum of Macao, Av. Xian Xing Hai Macau
ENQUIRIES: (853) 8791 9814
ORGANIZERS: Cultural Affairs Bureau, Macao Museum of Art, Macao Artists Society
www.mam.gov.mo

THURSDAY (SEP 8)

THE EXHIBITION ARCHITECTS SKETCHES X 3:
YOUNG ARCHITECTS SERIES



The exhibition will exhibit 45 sketches by architects: Arch. Dennio Long Fat Chi, Arch. Chan Chi Lek and Arch. Alice lu. The exhibition excitingly embraces the unique character of the three architects. They illustrated the different aspects of a city. The works reflect the discrepancies on the point of view of the artists and the ways they approach art. Interested in topics related to city development and heritage conservation, with the collection of "Besides Macau Heritage", Arch. Long portrayed some of the inconspicuous, discarded and vanished buildings which are not included in the Macau World Heritage List. On the other hand, despite of the interest of strolling and sketching in Macau and other cities, Arch. Chan works is about cultural sites all around the World. Arch. Alice lu seeks to record the interesting differences between cultures, particularly between the East and the West and investigates the relationship between cultural ideologies and their relative architecture. Creative ideas were expresses by the form of sketches, which are showcased in the exhibition too.

TIME: 12pm-8pm (Tuesdays to Sundays)
3pm-8pm (Mondays)
UNTIL: September 15, 2016
VENUE: Albergue SCM - A2 Gallery, No. 8 Calcada da Igreja de Sao Lazaro
ADMISSION: Free
ENQUIRIES: (853) 2852 2550 / (853) 2852 3205
FACEBOOK: creativealbergue.scm
ORGANIZER: Albergue SCM

Sands WEEKEND



THRILLER LIVE

30 September-13 November

The Parisian Theatre

THRILLER LIVE is a stunning 90-minute theatrical concert to commemorate arguably the world's greatest ever entertainer, Michael Jackson. This high-energy explosion of pop, rock, soul and disco takes the audience on a magical audio-visual journey through Jackson's astonishing 45-year musical legacy. We challenge you to stay in your seat! Thriller is the debut show of The Parisian Theatre.

Tickets: From MOP/HKD180, call reservations +853 2882 8818
cotaiticketing.com



JOYOUS MID-AUTUMN

Share moonlit moments this Mid-Autumn Festival. Sands Shoppes has an exclusive gift set for you and your family. Spend MOP8,888 and receive a Mooncake Giftbox and shopping voucher from the renowned Choi Heong Yuen Bakery, allowing you to increase your shopping pleasure and share your holiday joy.

Redemption Period:
26 August - 15 September 2016
Monday to Sunday: 10:00am to 11:00pm

Redemption Locations:
Information Counter at Level 2, Shoppes at Four Seasons, near Shop 2810-2811
Information Counter at St. Mark's Square, Shoppes at Venetian, near Shop 808
Information Counter at Great Hall, Shoppes at Venetian, near Shop 014
Information Counter at Level 2, Shoppes at Cotai Central, near Shop 2033

Please refer to the Terms & Conditions for further details.



SHOP YOUR WAY TO A HOTEL STAY

Sands Shoppes, with over 800 luxury duty-free shops after the opening of Shoppes at Parisian, is your ultimate shopping destination in Macao. Shop at Shoppes at Four Seasons, Shoppes at Parisian, Shoppes at Venetian and Shoppes at Cotai Central (except dining outlets) to earn hotel offers, including exclusive hotel and dining offers at The Parisian Macao, opening in mid of September.

Shop & Stay Voucher redemption date and time : Until 16 October 2016
Monday - Sunday 10:00am - 11:00pm

Redemption Locations : Information Counters throughout Sands Shoppes

Please refer to the Terms & Conditions for further details.



HAPPY HOUR AT PORTOFINO - A PLACE TO UNWIND

Monday to Friday, 6pm-9pm, Spirito, Shop 1039, Level 1 (inside Portofino)

Relax with friends and put the day's pressures behind you at Portofino's Spirito Bar and outdoor terrace. Buy one beer or standard spirit and get another free, or enjoy a 30% discount on wine and cocktails. Smoking permitted.

Reservations: +853 8118 9950



澳門金沙度假區

Sands
RESORTS
COTAI STRIP MACAO



WORLD OF WONDER

Exploring the realms of history, science, nature and technology

The hero is commonly the simplest and obscurest of men.
— Henry David Thoreau

FIREFIGHTERS

By Laurie Triefeldt

Saving hearts and homes

Firefighters are extraordinary people. Their job puts them into potential danger every day. Battling fires takes courage, physical and mental strength, teamwork and special training. These unselfish men and women are a vital part of their communities, committed to saving the lives and property of others.



Way back when

Catastrophic fires have been a major problem for towns and cities around the world for thousands of years. Fire can destroy food, clothing, homes and economies. Ancient Rome had about 7,000 paid firefighters. They fought fires and patrolled the streets looking for fire risks and violations.

In North America, early firefighters were either volunteers or paid by private insurance companies. 18th-century colonial insurance companies issued plaques, or **fire marks**. These plaques were displayed on buildings and encouraged firefighters to save insured buildings over uninsured buildings.

In 1736, **Benjamin Franklin** helped establish six volunteer firefighting companies in Philadelphia.

Did you know?

About 15 percent of fire departments in the U.S. are career or mostly career fire departments. Career fire departments protect about 70 percent of the population.

About 85 percent of U.S. fire departments are all volunteer or mostly volunteer. These volunteer departments protect about 30 percent of the population.

In the 1680s in New York, the number of fire buckets a home or business needed was determined by the risk of fire. A baker needed three buckets, and a brewer was required to have six buckets on hand in case of fire.

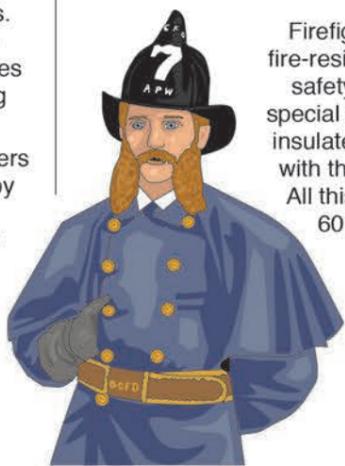
About 52 percent of firefighters are between 30 and 49 years old.

In the U.S., a full-time firefighter's salary ranges from about \$22,000 to \$50,000 per year. In Canada, the average pay for a firefighter is about C\$59,345 per year.

Firefighters used to be called **bucket brigades**. A bucket brigade commonly consisted of two lines of people stretching from the town well or waterway to the fire. Even with the invention of the hand pumper, bucket brigades were still needed to keep the pumper full of water.

The first official fire department in the U.S. was founded in Boston in 1678.

Many firefighters are sworn officers with command structures similar to the military and police.



19th-century Baltimore firefighter uniform



1792 Philadelphia-style pumper

Smoke jumpers are firefighters who parachute from planes or helicopters into remote fire areas.



Chicago in Flames (1871)
A Kellogg & Bulkeley Co. lithograph



A drip torch throws a stream of fire that can build a fire line as a way to contain a wildfire.

Firefighters usually wear a fire-resistant jacket and pants, safety boots, suspenders, special hood, helmet, goggles, insulated gloves and a T-shirt with their station name on it. All this gear weighs almost 60 pounds (22.3 kg).

A firefighter's suit is also known as **bunker gear** or **turnout gear**. All outer clothing must be able to withstand 500°F (260°C) for five minutes.

In full gear, a firefighter may look scary to young children. It is important for young people to learn that firefighters are there to help and not to run away or hide from them.

Sealed self-contained breathing apparatus, or SCBA

Radio or other communication device

Pockets for escape rope and other gear

A firefighter's ax is used to make holes in the walls to let the smoke and heat out

Flashlight

Turnout coat and pants

Reflective, glow-in-the-dark stripes

The glass ceiling

You might be surprised to realize that women have a relatively long history as firefighters. The first known female firefighter was a slave from New York City named Molly Williams. In about 1815, Molly became a member of the Oceanus Engine Company #11.

Another early female firefighter was Lillie Hitchcock Coit, who became an honorary member of the San Francisco Knickerbocker Engine Company #5 in 1859.

In England, the Girton Ladies' College had an all-women's fire brigade from 1878 until 1932.

Between 1910 and 1920, women's volunteer fire companies functioned in Silver Spring, Maryland, and Los Angeles.

During World War II, many women became volunteer firefighters, taking the place of men who had gone to war.

By the 1970s, it was not unusual to find women working alongside men as volunteer firefighters.

According to the National Fire Protection Association there are more than 1.1 million firefighters in the United States today, but only 7 percent are women.

Dust and ashes

Tragedy and terror struck the United States on Sept. 11, 2001. In New York City, two planes hit the twin towers of the World Trade Center. The buildings collapsed, killing 2,753 people. Among these were 343 firefighters and paramedics who were the first responders to the emergency.

It is estimated that firefighters exposed to the toxic dust and fumes at Ground Zero have been 19 percent more likely than other firefighters to develop cancer and other illnesses.

We continue to honor the brave souls who lost their lives as a result of that day.

Some historic infernos

It is rumored that the Emperor Nero set fire to Rome in A.D. 64. The fire burned for five and a half days.

London's Fire of 1666 destroyed the city's slums and benefited the city in a way by burning out the plague and creating space for new homes.

The Great Chicago Fire of 1871 destroyed more than 17,000 structures and left 90,000 people homeless.

The 1906 San Francisco fire followed a massive earthquake. It burned 25,000 buildings over 490 city blocks and left 3,000 people dead.

In 1923, Tokyo, Japan experienced an earthquake and devastating fire that left 1.9 million homeless.



SOURCES: World Book Encyclopedia, World Book Inc.; <http://www.nycfiremuseum.org>; <http://www.firehouse.com>; <https://www.emergencydispatch.org>; <http://www.ushistory.org>; <http://www.fireengineering.com>; <http://www.cnn.com>; <https://it-women.org>; <http://www.nfpa.org>