

How should that be resolved if you will have a satisfied customer who feels they are getting a fair deal?

Mr. VITULLI. The person should be charged the price marked on the can. That is our policy.

Mr. GALLAGHER. If there are two prices?

Mr. VITULLI. The lower price should be charged if there were two prices on an item. That is our policy.

Mrs. Fox. That is never done. Not in our area.

Mr. GALLAGHER. May I say from now on you will have a reasonable basis to say the management said the lower price should be charged? The lady in green?

VOICE. What the A. & P. managers on their top staff is saying is very nice, but whether it comes down to the stores we deal with—I live in East Harlem. My mother lives in what they would call south Bronx and she happens to work up in the Kingsbridge area. She does most of her shopping up there. She is 62. She carries it down and brings it home because the store in her particular area does not charge the same prices. Not only that, when she makes a comment to the manager about it, he knows her now so he says to her, "Shop in that area where you can get it at that price." They might have very good policies but I think it shouldn't be made, so much so, not be made to be called the scapegoat when they ask about prices. There should be a sign in the door stating where the consumer can get in touch with the main office to report these managers and clerks or whatever.

The consumers should have this opportunity. If they are saying they are running their store this way and their managers and their little stores are like their children, a consumer should have a place to write to explain to them so they can check this.

Mr. REID. Might I ask whether you had any problems with availability of chuck steak, or whatever is advertised in some stores?

VOICE. These are some of the complaints we had. They advertise chuck steaks on sale all the time. Go in in the morning, the trucker is not there. Go in the afternoon, he didn't come. Go at night, they are sold out. [Laughter.] This is very fine. Many a day——

Mr. GALLAGHER. Could you identify yourself?

VOICE. I am Mrs. Mason. I worked with the consumer program. Many times I went there to get a chuck steak. They didn't have it. I bought other items. Not that I really needed them, but I was in the store. It hurts me because I didn't get what I went out to get.

Mr. ERLNBORN. Since we had the testimony here about the rain-check policy at A. & P., are you referring specifically to A. & P. when you talk about the availability of the chuck steak?

Mrs. MASON. Right.

Mr. ERLNBORN. Have you on any occasion——

Mrs. MASON. I have a raincheck in my pocketbook. When I went back the next day, I didn't think about it or I didn't get it, but if they say their policy is they want this done and this should be done, they should have a large sign in the store for a consumer: "If you have any problems in this store, these are the places or this is the address to write a letter or call or complain."

The average consumer does not know who else to contact after they speak to the manager.