

TELEPHONE TOPICS

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"LET'S, SMILING, BOW THE OLD YEAR OUT
AND BOW THE NEW YEAR IN"

BEFORE the New Year comes in we want to express to that portion of the Bell Telephone family which constitutes the New England Telephone and Telegraph Company our keen appreciation of what you all have helped to accomplish during the year just closing.

Twelve months ago we were hoping for much in the restoration of our service and in the renewal of the old Bell spirit and its extension to the vast numbers added to our forces since the beginning of the war. More has been accomplished than we had dared to hope.

We are approaching the New Year with increased confidence that single purpose and united action will bring an even greater measure of success.

We wish to extend to each and every one of you and your families our best wishes for their health, prosperity, and happiness for the year nineteen twenty-one.

H. B. THAYER.
J. J. CARTY.
BANCROFT GHERARDI.
W. S. GIFFORD.
N. T. GUERNSEY.
E. K. HALL.
E. S. WILSON.

TELEPHONE TOPICS

ISSUED MONTHLY BY THE NEW ENGLAND TELEPHONE AND TELEGRAPH COMPANY, AND THE PROVIDENCE TELEPHONE COMPANY, AND DISTRIBUTED, WITHOUT CHARGE, TO THEIR EMPLOYEES AND TO THE EMPLOYEES OF CONNECTING COMPANIES
PUBLICATION OFFICE, 50 OLIVER STREET, BOSTON

Our President's New Year's Message

I SINCERELY wish to every member of our organization the fullest measure of happiness during the New Year. I realize, of course, that happiness is not a thing to be created or dispensed by a wave of the hand. As I analyze it, happiness is a state of mind founded upon contentment, and contentment depends very much upon ourselves; so, while it is my purpose to support my wish by doing what I can to promote contentment, I know you will all agree that if we shall attain happiness each of us must be a contributor.

ON this score I have no doubts or misgivings. I look forward not merely to a continuance, but to a finer development, of the spirit of good-will that now exists between employees and the management. This spirit is bound to be reflected in better service to the public, and hence to lead to a more cordial relationship between the Company and the public it serves. The more fully we achieve these ends, the more surely will contentment and happiness flow to us.

NOTWITHSTANDING the temporary depression in business, by which we are all in some measure affected, I join you in looking forward with faith, hope, and confidence to a New Year that I am sure will bring happiness to us all.

MATT B. JONES, *President.*

Theodore N. Vail Memorial Fund

Prizes and Medals to be Awarded for Conspicuous and Meritorious Service by Employees of the Bell System

HARDLY a day has passed since the organization of the Bell Telephone System that did not record somewhere in the System some act that strikingly illustrated the loyalty and devotion of Bell Telephone employees. This thought of "service first" is more than devotion to an organization, inspiring as that may be. It comes from a sense of individual responsibility in the public service. It is devotion to the highest ideals of duty and obligation in that service. It comes in part from the intelligent recognition of the vital importance of telephone service in the lives of others and to the safety and well-being of the community. It is devotion to the whole telephone democracy, — to the thousands of fellow-employees whose coöperation, direct and indirect, makes individual accomplishment possible; and to the millions who form the telephone-using public and who have built up their social and industrial fabric around and in reliance upon telephone service.

This type of loyalty and devotion is one of the finest traditions of the Bell System and instances of it are of daily occurrence. Many times in the past there have been cases so noteworthy and so inspiring as to deserve some token of recognition more enduring than the spontaneous congratulations of associates and friends.

What the Fund Is

A fund has been established, to which Mrs. Vail has been a generous contributor, to meet this need. It will be known as the Theodore N. Vail Memorial Fund.

The income from this fund will provide medals to be awarded from time to time to employees of the Bell System in recognition of unusual acts or services which conspicuously illustrate the high ideals which governed the policy of Mr. Vail as to public service.

The medals will be known as the Theodore N. Vail Distinguished Service Medals.

A number of bronze medals will be available for distribution each year in each Company associated with the Bell System. These medals will be accompanied by a citation of the circumstances which occasioned the award. A committee of award, appointed by the President of the Associated Company, will designate recipients of the medals and citations in that Company. One half of the medals will be for men and the other half for women.

In addition to the bronze medals available in the Associated Companies, there will each year be available eight silver and two gold medals to be awarded by a Bell System committee appointed by

the President of the American Telephone and Telegraph Company. The eight silver medals will be accompanied by cash awards of two hundred and fifty dollars, and the two gold medals will be accompanied by cash awards of five hundred dollars.

The Bell System Committee will review all cases for which awards have been made for that year by Associated Companies as well as any other cases in the Bell System which may be submitted, and the awards will be made according to the excellence or importance of the act or service without regard to geographical distribution.

Provision will also be made for a special Distinguished Service Medal of gold accompanied by a cash award of One Thousand Dollars to be presented for a very exceptional act or service if and when the committee deems an occasion deserves such recognition.

Our Committee Appointed by Mr. Jones

The President has appointed the following individuals as a Committee of Award, to serve during the year 1921: Edmund W. Longley, vice-president New England Telephone and Telegraph Company and Providence Telephone Company; Charles T. Howard, vice-president Providence Telephone Company; Mary E. Harrington, manager Training Department, New England Telephone and Telegraph Company; George K. Manson, chief engineer New England Telephone and Telegraph Company and Providence Telephone Company; Thomas J. Feeney, assistant to the president, New England Telephone and Telegraph Company.

Good Work by Newton Plant

UNIT WIRE CHIEF BLACKLER at Newton has just reason to be proud of his force when they can do such a good job as apparently they did for the Newton Trust Company recently. In a rush job the Newton West force proved their mettle.

This is the letter sent to Mr. Blackler by F. L. Richardson, executive vice-president of the Trust Company:

"We wish to express to you our appreciation of the quick work and interested coöperation which your men who have recently done work in our Newton Centre office building have given us. They attended strictly to business, worked overtime and Sundays, and as a result we had telephone service this morning, when we opened for business, which was a very great advantage to us.

"They were all courteous and fine fellows to have around. We thank you, and them through you."

Be a Telephone Booster

By H. C. GAY, Acting District Traffic Manager, Metropolitan Division, Quincy District

WEBSTER defines "boost" as a push or shove that aids one in rising or advancing, and a "booster" as one who boosts. Therefore, it is logical to assume that he would have defined a "telephone booster" as one who boosts the telephone service. We see typical boosters every day. One day they are boosting a drive of some sort, the next they are boosting the city or some organization, and so on. Their methods may vary but the net result is the same. They have given the particular object they are interested in greater publicity and made it bigger.



HOWARD C. GAY

Let's Start Boosting Now

While we know that many "boosters" exist, it is true that their good work is somewhat counteracted by the "knockers." I cannot quote from authorized statistics, but it is probably true that the "knockers" far outnumber the "boosters." This trait of human nature is said to be more common among Easterners than among the Westerners. For they are always boosting their cities and local institutions. Every week we have concrete evidence of this fact, when the visitors to our city knock our various institutions. They freely criticize the narrowness, lighting and condition of our streets, the service given by our public utilities, our public buildings and even ourselves. And in the same breath, they enthusiastically go on to tell us what a wonderful place they came from.

What do we do about it? Well, we just shrug our shoulders and begin to make excuses. We have made so many excuses that we believe most of our critics are right anyway, and make no attempt to boost ourselves, which is just what it amounts to. Why should we make any excuses? Frequently, some of us visit other cities, and we then wonder why we allowed those same people to knock us, for, in comparison, it seems as if we should be doing all the boosting.

Now, to apply the act of boosting to our own business, isn't it a fact that "telephone boosters" are a rare species, and that they are outnumbered by the "telephone knockers"? Why should we allow any one to knock the telephone business?

It is essentially an American institution, invented and developed by American brains. To-day, in the United States, we have three times the telephones all Europe has. More new telephones were



installed during the past year in the United States than are in use throughout Great Britain. This development in the United States could not be possible if our telephone service were not the best in the world. Well, why not believe it ourselves, and get up on the rooftop and use the megaphone to shout about it?

A Few Reasons Why We Should Boost

To bring the situation nearer home, let us take the case of Boston. The telephone was developed right here, and to-day many are with us who well remember its early struggles. By this fact, it then becomes not only an American institution but a Boston institution, something which every employee should be proud to say he or she is associated with, and also something which our fellow-citizens, not fortunate enough to be associated with us, should be anxious and proud to boost as their telephone service, which compares favorably with any other in the world.

You may agree that all this is proper, but still wonder why you should boost the telephone service. You should boost it, first, because you are an employee, and second, because it is a civic duty to



support local institutions. The Telephone Company is organized, from start to finish, to give telephone service. While, on your particular job, you may not actually produce service, your job in some manner helps to this end. Therefore you cannot say it is up to the operator or any other

employee to do the job, and that it is no concern of yours. It is your job just as much to get your shoulder to the wheel and push the service across the rough places, as it is the job of the other person. If the Telephone Company which pays you your daily wage is worth working for, it surely is worth boosting for.



From a civic standpoint, there is no question but that we have something worth while to boost. We have a well-organized company, on a sound business basis, reaching into every nook and cranny of New England, excepting Connecticut. The service we are giving to-day is of a very high quality. This certainly seems like something easy to boost. Well, why not do it?

How to Boost

But the inevitable question then arises, when we agree that we should boost, as to how it can be done. Well, in the first place, we will have to begin with ourselves. We must thoroughly believe in the Company we are associated with; otherwise, we cannot convince others. To put it another way, we must be thoroughly imbued with the idea that there is only one TELEPHONE SYSTEM and one TELEPHONE SERVICE in the world that demands our allegiance. If you get this idea and hold it sincerely three hundred and sixty-five days in the year, the spontaneous enthusiasm which you radiate will do more to make your fellow-employees and fellow-citizens boosters for us than any other method. Don't depend on the knocker to get your information as to the quality of our service. This information is not secret; get the facts and convert the knocker. Usually a good knocker, converted, makes a rattling good booster.

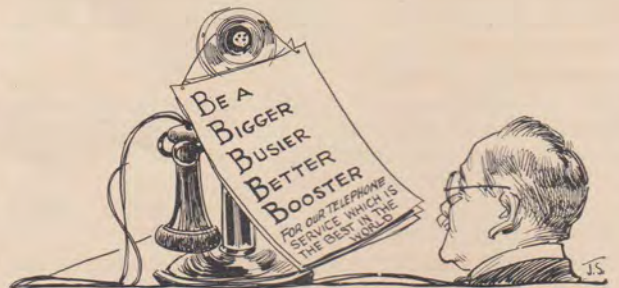
You don't have to be an official of the Company to be a booster. There are over 16,000 of us actively engaged in giving good TELEPHONE SERVICE to the people of New England. From the President down to the youngest messenger, we can all boost for the Telephone Company, — to ourselves, to our families, to our co-workers, to our friends and to our fellow-citizens. If the entire 16,000 of us shout together, we will find our families shouting with us for this wonderful institution. And we cannot help raising the enthusiasm of our friends and fellow-citizens, with the result that we will have them with us every inch of the way.

Think over the possibilities if every branch of the organization which comes in contact with the public daily should boost the service. When you ask a railroad man about some train delay, and he tells you some boob engineer ran into an open switch and blocked the system, what idea of the railroad service do you get? A pretty poor one, I venture to say, especially as it came from a railroad employee. Would it not have been better for this employee to have told you that there was a slight accident, and that it was the first one in many months out of hundreds of train movements every day?

That is just our case; hundreds of people each day ask us about something which has bothered them in their use of our service. Don't tell them some operator was asleep, that the installer didn't know how to put the 'phone in, that the lineman never did know how to find trouble, that the book-keeper is no good, etc. Tell them of the vast number of calls we handle correctly. Call their attention to the fact that some mistakes will occur, but that in spite of this fact the percentage is small and that every department is working intelligently and industriously to make it smaller. Those of us who don't meet the public in the pursuance of our daily tasks can take the same course with our friends. Develop the idea in them that the NEW ENGLAND TELEPHONE AND TELEGRAPH COMPANY and the SERVICE it gives is one of New England's greatest achievements and assets.

Let's Go in 1921

The year 1920, just ended, has closed a record of unexcelled performance by us. We are starting a new year, and is it not opportune to resolve to be a booster every day in 1921, for the better record we are going to make? We all remember how one of our fellow-citizens once boosted Boston with the



three "B's," — a Bigger, Busier, and Better Boston. Why not saturate ourselves with this slogan for 1921, "BE A BIGGER, BUSIER, AND BETTER BOOSTER" for our TELEPHONE SERVICE, which is the best in the world to-day.

"Nothing succeeds like success" is still a good axiom, and helps toward making boosting possible. By the same token, boosting under such conditions cannot but make still greater success a reality. Let's get together for such a reality in 1921.

The House that Jack Chose

JACK and Jill were in a quandary. They had been told that they must move. The house they were living in suited them and they would have been glad to stay, but now since they must move there seemed to be many things which ought to be taken into consideration.

The family income had increased somewhat during the last two or three years, but the cost of everything, and particularly of rent, had also increased so rapidly that they found it impossible to take advantage of the increased income in a way in which they would like to do, and so they decided they would hold a family council and go over the whole question until they were sure just what it was best to do.

Jill asked Jack what he thought they were justified in paying for rent, and Jack's reply left them



THE FAMILY COUNCIL IN SESSION

worse off than they were in the beginning. He only said, "As little as we possibly can." Jill, however, felt that there was another way out, and taking paper and pencil she went carefully over the situation, thinking it out something like this:

"We must have shelter which is safe, — safe for our health, for our morals, and our minds. We should not run the risk of sickness because of poor sanitary conditions. We should not take our children into a neighborhood where their surroundings would be immoral or otherwise objectionable. We should live where we can have opportunity for social life, for church connections, and proper schools. We should live somewhere near Jack's business or the car line. We must not pay more than we can afford. After we have saved what seems wise and desirable, we have five things to do

with our money. We must buy food and shelter, clothing and housekeeping expenses, and use something for development which will include health, giving, play, education, and new furnishings. With five things to spend for, it is fair to consider

that at least one fifth of the money which we have left after saving should be spent for our rent; or, if we find that we cannot get safe rent for one fifth of the money, we shall have to give up some of the money we should like to use for housekeeping expenses, or clothing, or development. If possible, however, we should keep the cost of rent within a fifth of the amount which is left after we have saved."

— THE EDITOR.

The saving item is one of the most important.

This seemed a wise conclusion, and gave Jack and Jill something to start upon, and they decided that they would take up the matter in a family council in which they included the older children. At the first meeting, Jack asked three questions:

"We must move — where?

"We must hire — what?

"Should we own — how?"

And the council discussed the question of locality, then of apartment or house, the number of rooms they must have, and third, whether they should buy the house or hire it.

They went into the question of locality very thoroughly. In what part of the town could they find houses for which they were able to pay? One neighborhood was not possible because of the children, — it was too near surroundings which were not respectable. Another house was in a good



WHICH ONE AND WHY?

neighborhood, — had clean streets, good drainage, and was in a part of the town where people were healthy and happy. The people there had about

the same amount of money as Jack and Jill, so that they would be able to share in the kind of life which their neighbors lived. This, then, was the neighborhood they were about to choose until some one remembered that if they lived at that end of the city Jack must pay carfare to his work, while still a third situation would be near enough so that he could easily walk, and then they argued it from both sides — all the reasons for A Street set against the reasons for B Street. A Street was pleasanter, cleaner, with other people more like themselves, but would necessitate carfare for Jack. B Street was darker, closer to business and schools and stores, but with neighbors not of their kind.



EVERYBODY HAPPY

Jill decided that she must see houses in each street, and the one in A Street proved more attractive but smaller than the B Street house. The rent was the same and within the amount they had planned, but with carfare added it would cost more than their plan, which made them hesitate. It was a question of how much rent they could afford to pay:

A Street plus carfare = XX.
B Street without carfare = X.

And Jack and Jill were just about to take the B Street house when Jill decided that by renting a room in the A Street house she could pay for the extra light and heat necessary and have money enough left to cover the carfares. Then, by good luck, two houses were found in A Street and there came the question of which? One was large and in good repair, but dark; the other, more convenient for work, in less good condition but had the sun in the living rooms, and the council finally voted for the sun and the dry cellar.

Jack and Jill were weighing many things carefully — they were not choosing a house without thought. Having found a house and neighborhood that they liked, they considered buying the house. They had Savings Stamps, and Treasury Savings Certificates, and Liberty Bonds which they could use as security, and they found that by joining the coöperative bank they could borrow enough to start buying their house, and by paying a definite amount each month they were able to purchase the house gradually. It cost them only a little more each month than the rent would have amounted to,

and that extra they counted as saved toward the purchase of their house. When they have entirely paid for the house, the cost of taxes, repairs, and insurance will be less than the former rent, and the difference will be the return on the investment.

When they had finished their family councils and moved, they found that they were living in a far pleasanter house, with much more satisfactory results financially, than would have been the case had they gone hastily into the first house which offered.

Has a Memento of Marshal Foch

HARRY V. LAWRENCE, one of our Commercial representatives at the Milk Street office, highly prizes a memento of Marshal Foch, the French commander. It is a personal card, probably the only one in the country, for the French ambassador says he has never seen one like it.

During the war Mr. Lawrence began making a collection of clippings relating to the French commander, not alone his military achievements, but all the personal matter he could find. These he arranged in a scrapbook. The front cover was decorated with a picture of the marshal taken from a newspaper, and the flag of France, while on the back cover was the American flag and an English translation of the "Marseillaise."

He sent the book to France while the war was still in progress, and in six weeks received a card of acknowledgment. It is an engraved card bearing the marshal's name, and underneath is written, "Avec mes remerciements." He has had the card photographed and has given a copy to the Athenæum.

Jamaica Operator Praised

BECAUSE Miss Mary R. Duffy, operator 31 at Jamaica, was right on her job on the evening of November 23, she was able to be of real service to one of her subscribers. The following letter was sent her by John F. Cronin, in appreciation of her good work:

"May I say a word of appreciation of your courtesy and efficiency in serving my telephone line on the night of Tuesday, November 23. My mother reached and passed the crisis in a very dangerous case of pneumonia that night, and it was of the utmost importance that we keep in communication with doctors, nurses, etc.; and, thanks to you, we were able to do so. My mother has now happily recovered, and we wish to express our gratitude to you for your kindness."

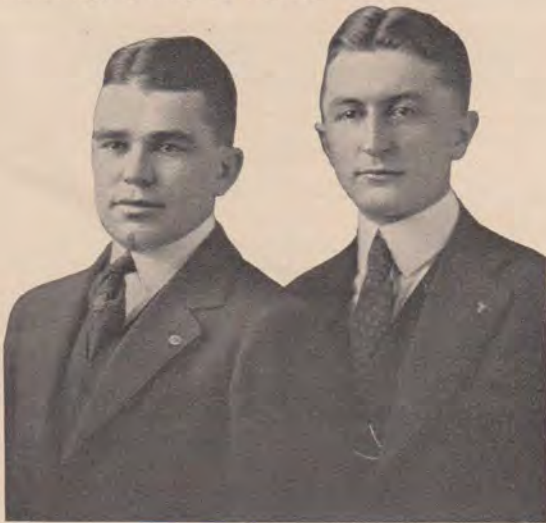
A Splendid Record

MISS MYRA TOUHEY, who is at present a supervisor at the Fall River exchange, has a very remarkable record, of which she is justifiably very proud. Miss Touhey has been tardy but once since entering the service of the Company in March, 1912.

If there are any who can point to a better record than this, we should like to hear from them.

Have You a Personal Trade-Mark?

YOU who have been engaged in Public Relations work for a long period well know how deep-seated dissatisfaction can have its inception in an uncorrected error of some sort or other; in a lack of personal or human sympathetic interest, or in a slight slip of the tongue that may have occurred years ago. You know there is usually a starting point somewhere, and, if it is possible to obtain the subscriber's confidence sufficiently, it may be traced.



THOMAS E. SHIRLEY AND RALPH E. JONES

Did it ever occur to you that similarly in the case of a satisfied subscriber there was a starting point of the various features that contributed to this state of mind,—something that for the first time helped convince him the Company was all right? This starting point also can sometimes be traced.

This is not a story of Jones and Smith, those noted characters in much fiction, but of Jones and Shirley, real characters in a real act. It is a simple correlation of facts incidental to one piece of an ordinary day's work of a pair of Company employees who from their dealings with the public to some extent shape the course and destiny of this Company — which means those who comprise the Company or ourselves. Neither Jones nor Shirley tells the story, — it is told by the subscriber herself directly to the superintendent.

The scene is a residence in an outlying suburb in the Metropolitan Division, and the time a few months ago. The subscriber, a lady in her eightieth year, somewhat infirm and alone, gets a ring at her side door and looking out sees two young men. Remembering that burglaries in broad daylight have occurred even in her own locality, she approaches the door, which is securely bolted, with caution. She unbolts and opens the inside door, leaving the outer screen door locked, and

courteously inquires what is wanted. The spokesman on the outside advises that he and the man with him are representatives of the Telephone Company and wish to test the service, simultaneously displaying the badge. The tone and manner,



the display of the badge, a statement that they have tested the service next door, and the general appearance of the men are sufficient credentials that they are *bona fide* inspectors, and the outer door is unlocked.

But at this point the subscriber, who always puts herself one hundred per cent in the other person's place, is nonplussed for a moment — would the New England Telephone Company (these men have now become the Company in her eyes) think her over-cautious or in any way inhospitable in her hesitancy? Whether or not she said something at this juncture to give such an impression is not known to the superintendent, but at any rate the inspector quickly interpreted the probable working of the human mind and hastened to assure her that she couldn't be too careful in admitting strangers, that she had done just right in keeping her door securely fastened, and that she should insist on seeing the credentials of any one coming to examine her telephone. She apologizes for the location of the instrument, which is in her bedroom, and is assured that the location is all right.



"Now, do you know," said this subscriber to the superintendent, "those two young men were just as careful and particular as could be. One of the pillow shams on my bed had fallen down and the pillow had become somewhat disarranged, but those men smoothed the pillow and put up the sham just as though it were a part of their work. As they

went out of that side door I felt that the New England Telephone Company was a real human Company. As I went to the door to re-lock it, my eyes followed them down to the end of the back-door walk, and do you know each turned and lifted his hat, a courteous good-day."

The subscriber had one copy of a back number of TOPICS, and remembering that there were photographs in it looked for those of these two men without success. "Do you know who they are?" said she to the superintendent, and he said, "I think they are my men. It sounds like Jones and Shirley." So this little end of it was verified, Jones quickly remembering the incident from the particularly genteel appearance and manner of the subscriber and her apology for the location of the instrument which, he stated, was "between the wall and the right of the bed as you sleep, and the bell box was behind the bed," which is complete identification. Jones was taking the measure of the operating, and his partner Shirley was being initiated in the art of service observing.

Courtesy Always Pays

As you have noted, this is just a simple little story of but one incident in the every-day life of two employees. There is no attempt to polish the story as told by the subscriber, but if you have carefully read it your imagination must have told you somewhat as to the working of her mind and of the suffering that would have been caused from a lack of sympathetic interpretation of the working of that mind. A gruff or pompous manner, even the wrong inflection to the voice, would at least have eliminated this item in TOPICS and possibly have brought complaint instead of compliment. Your summary of this case has shown you the part that the application of Mr. Hall's four C's — Contact, Conference, Confidence, and Coöperation — can play in the handling of a human proposition.

The measure of two of our public representatives — who handled their particular assignment with some degree of scientific management — was taken that day by that subscriber in that outlying Metropolitan Division point. The entire New England Company was in the balance, that day and at that time, with that subscriber. The "measure" was carefully preserved, and two or three months later at an opportune time was presented to the superintendent as the measure of his Company. This subscriber had only recently become acquainted with a residence telephone, and like the normal person was naturally watchful of the Company's methods. It meant much to the subscriber, but perhaps more to the superintendent, to know in this not uncertain way that the reputation of the Company for whom he worked was ace high with this subscriber.

A Stepping-Stone to Success

The above as stated is just one incident in the somewhat routine work of two of our public representatives. It may happen with you, in some

form or other, every day, and be handled just as well, Mr. Lineman, Mr. Inspector, Mr. Field Engineer, Mr. Commercial Man, Mr. Complaint Man, or Miss Chief Operator, Miss Supervisor or Miss Operator — bully for you if it is! That is what is putting you on the road to success. Remember, our starting points are our daily accomplishments, which are measured thoroughly and well by those whom we serve, and we may be sure that if our personal trade-mark is COURTESY it cannot long go unheard of by the watchful supervisory head. Jones and Shirley need no further identification, but their likenesses are reproduced here that our publication, which was instinctively referred to after their visit, may carry to the home of this valued subscriber, who is more or less shut in, a photograph of these partners known to her as the New England Telephone Company.

Hello

WITH a clamp on her head like a cage for her hair,
She sits all day on a stiff little chair,
And she answers the calls that come over the wire,
From people of patience and people of ire;
And "Number?" she queries of noble or churl —
A wonderful voice has the telephone girl.

She has to be pleasant, and hustling and keen,
With a temper unruffled and ever serene.
There are forty-five things she must think of at once,
Or some one, impatient, will call her a dunce,
Since it seems a general custom to hurl
The blame for your grouch on the telephone girl.

It's wearisome work on the nerves and the brain,
Continual hurry, continual strain,
And of course she gets tired — as other folks do —
And needs to be thoughtfully treated by you;
So think of her doing her best 'mid the whirl,
And try to be white to the telephone girl.

— *The Three Partners.*

Death of Miss Dora M. Smith

MISS DORA M. SMITH, formerly employed as a clerk in the traffic service record bureau at Boston, died Thursday, November 25, 1920, at her home in East Milton, Mass. Death came as the result of a cerebral hemorrhage which terminated a long period of sickness.

Miss Smith entered the employ of the New England Telephone Company in November, 1913, and was assigned as an operator in the Milton office, where she remained in that position until June, 1916. She was transferred to the Boston office on that date, and has given continuous service until her recent sickness.

Miss Smith was held in the highest esteem by her fellow-workers. She was conscientious, kind, and faithful, and her death is keenly felt by all who knew her. Private funeral services were held at her late home, Saturday, November 27.

Good-Will an Asset

By A. F. RICO, Assistant Secretary, Employees' Benefit Fund Committee

IN these days we read, in the various magazines, so much about what is being done to bring about a more harmonious organization and a better understanding between employer and employee, I have become impressed, Mr. Editor, with the tremendous number of obstacles that would be removed from the path of each, if every one who is in a supervisory capacity in the business world would work to bring about harmony and understanding between employer and employee.

We are living to-day in an entirely different era than before the war. The Great Conflict, to my mind, changed the ideas of the majority of men with reference to his duty towards his fellow-man.

I believe that many of the ablest minds in the industrial world are devoting more thought to-day than ever to the construction of personal relation between employer and employee.

The old days are gone in the business world, in my opinion, that the boss can disregard the reasonable desires and opinions of his help; that is, he cannot disregard them and expect to be successful.

My observations, and hearing them talk, have caused me to form the opinion that the movement on the part of the officials in this Company in the past two years is greater than it ever has been before to work for the welfare of the employees.

If I understand correctly the meaning of "the welfare of the employees," it means several things; namely, proper working conditions, the square deal, safeguarding of health, and the providing for the employees in time of illness, and fair return for the services rendered.

I am going to take that part of the above that I called "the square deal" and talk about it. "The square deal" is an obligation on the part of both parties. It is the employee's obligation to obey the regulations of the Company on his job. The employer, and I am going to call the chief operator, the foreman on the job, or any one in a supervisory capacity, — and by this, I mean from the President all the way down the line to the head office boy, — the employer.

As I see the employer's obligation in our Com-

pany, it is one that requires many things, as his part of the obligation of "the square deal." It is the duty of the employer (the supervisor), while carrying out the regulations of the Company on his job, to obtain the entire good-will of all those under him; not the majority, but every one under him.

The man under your supervision judges the Telephone Company by your conduct and treatment towards him. If you treat him fair and square, he will think well of you and the Company. If you show partiality, lack of application on your job, and you do not bid him good-morning when business begins for the day or you do not bid him

good-night when the day is done; if you do not speak to him when you meet him about the building or on the street; if you talk harsh or are discourteous to him; if you do not visit him when he is ill or in dis-

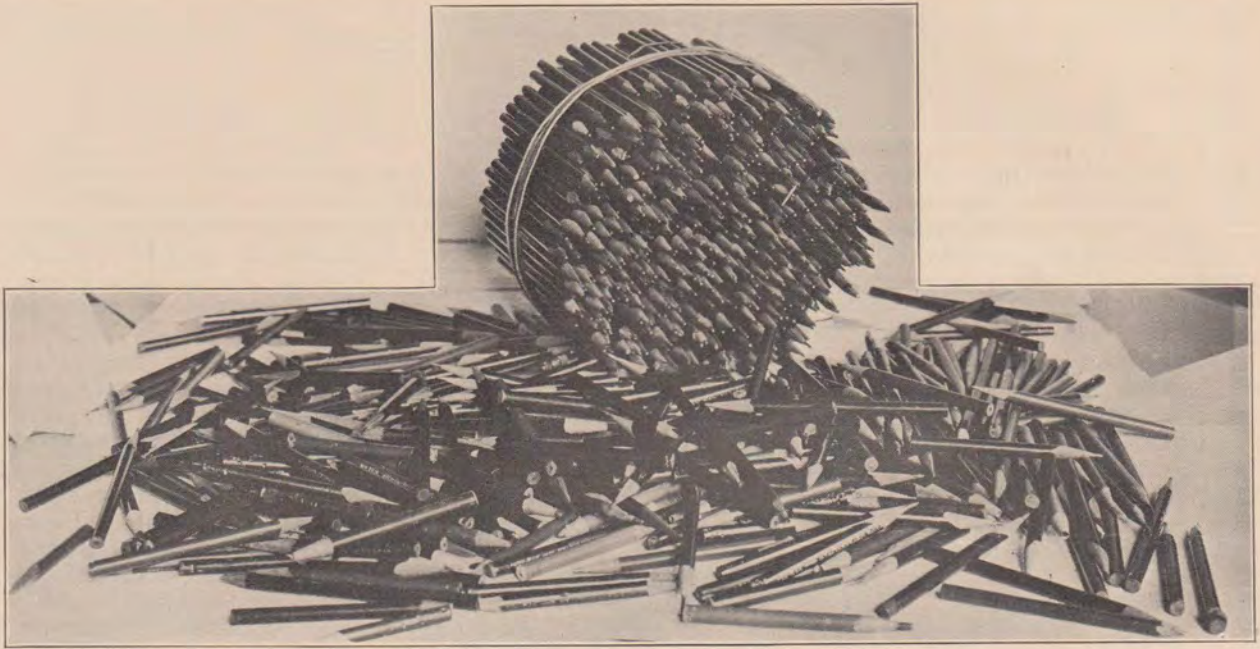
stress, you do not measure up to the standard of a supervisor in so far as handling employees is concerned.

In these days we hear considerable about the psychology of salesmanship, and books have been written about the subject; and we may perhaps in the early future be reading books on the psychology of the supervision of employees.

The Golden Rule

If some one asked me what my opinion of an efficient supervisor was with reference to handling employees, I would say, one that was kind, courteous and fair in all matters; that was sincere; set a good example by close application to the job; that would not exercise his authority to cause an injustice; one who gets the results that are expected by having the good-will and admiration of every one under his supervision. Perhaps it will all sum up to the bringing in to all matters of our lives the Golden Rule, "Do as you would be done by"; and when this is firmly established in our business life, employer and employee will walk down, hand in hand, the path that leads to success and happiness.



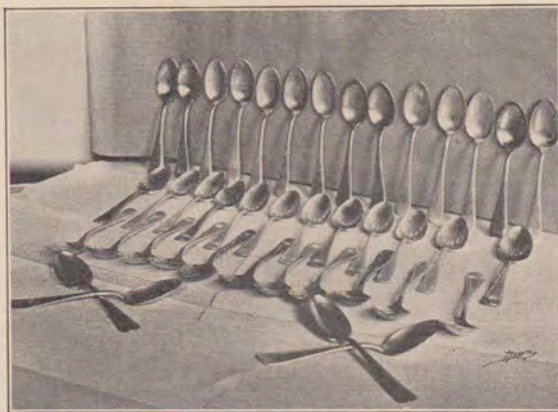


IF YOU ARE INTERESTED IN THIS PICTURE, AND YOU OUGHT TO BE, READ THE STORY BELOW

Cut Out the Waste

IN these highly economical days, why do we spend good money in photographing pencils, teaspoons, and soap, you say. "Because it pays to advertise," is the reply. We advertise good products to increase our sales. Surely our waste is entitled to one short column in TOPICS at the peak hour of the peak period of the world's history.

These pencils you see in the picture were found in the lockers of one large office. There are some 700 in the large bundle, 137 of which were found in one locker occupied by four operators. The



assortment of pencils standing nearby that you see number some 400 which were picked up in the same office. All perfectly good pencils, well worthy of

further use, apparently waiting for the Judgment Day.

The 41 teaspoons were picked up in the lockers of another office. All had been taken, from time to time, from the dining-room, not with any malicious



idea, but apparently to "eat the orange" on the relief period.

The third picture is the best of all, representing as it does the thrifty housekeeper who is converting what at any time might be logically considered as waste into something of real value. It is first-class homemade soap, and converts the grease of one dining-room into a product that makes it possible to properly wash the dishes of that same restaurant.

The above represents but three articles of everyday life in which an economy can easily be effected. Many, many more will occur to you, Mr. or Miss Individual Employee, who know best what you

can conserve in your daily life. It is only asked that you be as prudent in your use of materials put at your disposal in business life as you should be in the handling of your personal matters.

Remember that it is to some extent the small but persistent losses or extravagances that have affected your personal bank account. Similarly, it may be true for the Company for whom you work. If with the 16,000 employees the New England Telephone and Telegraph Company has at the present time, a waste of materials alone amounting to but 10 cents per day per employee should occur, it would total for the Company \$1,600 for the day, and over one-half million dollars for the year, not including Sundays or holidays. Such a waste cut out and an actual saving substituted to the equivalent of a dime per day per employee would reverse a loss of half a million dollars a year into an actual saving over the conditions referred to of upwards of one million dollars.

Think this over before you throw away pencils, teaspoons, stationery, printed forms, or fail to make tickets replace plant material of any nature, and think this over well before you throw away that most important factor, the one totaling more than all of the others put together, — TIME. Put into your business life the same kind of prudence at this time that the world in general is doing in regulating its personal affairs. Be as good to your employer as you are to yourself — be consistent! And the best will come back to you.

Metropolitan Chief Operators' Meeting

THE Chief Operators' Club of the Metropolitan Division held a "get-together" meeting at the Hotel Bellevue, Boston, on Wednesday evening, December 8, 1920, and enjoyed a banquet, with President M. B. Jones as the guest of the evening.

Ethel M. Allen, president of the club, addressed the chief operators. She reviewed in general the twofold object and accomplishment of the club after having completed four years of its organization, namely, broadening and thereby increasing the efficiency of its members in their service to the Company, and providing a means by which the chief operators can get together and know each other better in a social and a business way.

President Jones spoke briefly of the industrial conditions of to-day and the problems which are confronting the Company for the year 1921; also the valuable aid which the chief operators might render. He greeted each chief operator, and wished all a happy and prosperous New Year.

The following chief operators were present:

Ethel M. Allen, Central Information; Bertha M. Allis, Somerville; Rose Bond, Roxbury; Lillian Bothwell, Medford; Mary W. Brennan, Main; Alice P. Burke, South Boston; Mary C. Callahan, Woburn; Ellen L. Coffey, Weymouth; Catherine M. Colligan, Waltham; Rena M. Crohan, Jamaica; Mary G. Crowley, Newton West; Mary K. Dallahan, Melrose; Helen F. Dargan, Newton North; Julia Devine, Boston Toll; Mary E. Duggan, Wakefield; Mabel H. Dwyer, Boston

Tandem; Margaret F. Fee, Hingham; Mary T. Flynn, Winthrop; Emma Goodman, Brookline; Margaret J. Hogan, Beach; Margaret A. Horgan, Back Bay; Ellen E. Horrigan, Richmond; Lillian J. Hunter, Lincoln; Rose K. Kane, East Boston; Helen Logan, Boston Toll; Catherine M. Mackey, Brighton; Mary Martis, Boston Toll; Agnes I. McDevitt, Reading; Margaret McDonough, Chelsea; Mary A. McGuinagle, Revere; Catherine A. McLean, Braintree; Mary E. Meaney, Boston Toll; Hazel A. Moffitt, Malden; Mary Mullen, Cambridge; Roselle M. O'Hare, Hull; Nora Savage, Haymarket; Katherine E. Scott, Randolph; Katherine A. Slamin, Newton South; Louise Sullivan, Milton; Ellen Sweeney, Belmont; Mary A. Swett, Hyde Park; Katherine C. Walsh, Quincy; Bernice M. Wilbur, Wellesley.

Our November Cover

IN addition to the flood of complimentary remarks about the cover on TOPICS for November, and requests to Mr. Curtis for prints, much curiosity was aroused concerning the locality in which the picture was taken. Many theories were advanced, and the number of different spots where "the trees look just like that" should certainly convert us to the "see America first" doctrine.

As a matter of fact, it is improbable that any of the deductions were correct, for, according to Mr. Curtis, who made the negative twenty-five years ago, it is a double row of trees on the private grounds of the late John C. Whitin, at Whitinsville, Mass. The trees were planted originally with the idea of shutting out the view of tenement houses opposite, and later a gardener on the estate conceived the plan of cutting a path through the row. The vista shown in the picture is nearly an eighth of a mile long.

Shower for Bath Chief Operator

A VERY pretty affair was held December 2, at the home of Miss Adeline Costain, the popular chief operator at Bath, Me. A shower was given in honor of her approaching marriage to Mr. Stephen McPhee, which takes place in the near future.

The shower, which was a complete surprise to Miss Costain, was given by her supervisors, Misses Wheaton and McAllister. Miss Costain was out for the evening, and when she returned was surprised and delighted to find so many of her girls waiting to wish her "many happy returns of the day," it also being her birthday. A most delightful evening was spent, with games and music. At ten o'clock the girls were invited into the dining-room, which was decorated with yellow chrysanthemums; in the center of the table was a handsome birthday cake bearing "sixteen lighted candles" (?) A delicious supper, consisting of fruit salad, hot rolls, coffee, cakes, and fancy crackers, was served by Miss Costain's sister.

Miss Costain received many beautiful and useful presents, and the girls are looking forward to the time when Miss Costain will be settled in her new home, so that they will have a chance to use some of her useful presents.



Associate Editors

FRANCIS A. MAHAN, Plant, 245 State Street

NED C. LOUD, Traffic, 125 Milk Street

WILLIAM V. GORMLEY, Commercial, 245 State Street

Metropolitan Commercial Folks to Dance

SOON the Metropolitan Division Commercial forces will be separated, the North District will be located in Malden, the South in Dorchester, and the Central in Boston. Before the change takes place, however, the folks in this department are going to have a real time.

On January 24, at the Château, Boston Commercial employees with their wives, sweethearts, friends, and others, will trip the light fantastic toe. In other words, they are going to have a dance.

The dance is conducted under the direction of the Thalian Club — why this name is a question.

However, all employees of the Company are invited to attend the dance. There will be no shortage of fair partners for the men folks; in fact, if there is one thing that the commercial girls can do better than any other, it is dance.

The tickets are 75 cents each, and can be secured from any of the following young ladies in the Commercial Department: Katherine L. Foley, Margaret C. Little, Irene G. Graham, Harriett F. Carter, Louise S. McLaughlin, and Veronica M. Cavanaugh.

How Come?

THAT our subscribers appreciate any effort made to improve their service is evidenced by the following note from one subscriber who had complained of the service in one of our exchanges. This subscriber had written the Company that he was having considerable difficulty with his service. The contents of his letter were given to the chief operator in the exchange involved, and the prompt attention given to the complaint brought forth an equally prompt reply from the subscriber.

Upon receipt of the letter the following acknowledgment was sent:

"Dear Sir, — Your favor of recent date has been brought to my attention and I regret to note that you are unable to receive service at your telephone. . . . I shall have the entire matter made the subject of a thorough investigation, and at its conclusion I shall have a service representative communicate to you the results we obtain.

"I wish to thank you for your kindness in bringing this to our attention.

"Very truly yours."

This letter was signed by our service supervisor, N. C. Loud, and on the same paper the subscriber

replied as follows: (Please note the simplified spelling used by the subscriber.)

"I do appreciate the splendid spirit in which you rite, Mr. Loud. It is due some one in the —, that immediate complete and satisfactory attention was given in six minutes after word reached them.

"As a share holder, a bond holder, and a subscriber, I do appreciate the hi quality of service that is uniformly given by our 'phone Company, and especially the courteous and usually prompt attention to complaints."

James E. Munroe

BY the recent death of James E. Munroe the Company has lost one of its efficient employees. Mr. Munroe passed away November 10, due to the effects of an operation from which the grim reaper claimed him.



JAMES E. MUNROE

companion and friend to all with whom he came in contact.

He was an active member in Shawmut Lodge, I.O.O.F., and Zetland Lodge, A. F. & A. M.

New Plant Ratings

THE following men have qualified for ratings by examination: Alton H. Woods, first-class splicer; George F. Murphy, Grade B central office installer; George W. Pierce, Grade B central office installer; John F. Chamberlin, Grade B central office installer; John F. Fitzgerald, lineman; William Werre, line repairman; Michael J. Dorris, line foreman; Carl S. Widell, Grade C substation installer; Harold A. Lee, Grade C substation installer; Joseph F. Stocker, Grade C substation installer; Albert L. Nelson, Grade C substation installer; James J. Minnis, Grade C substation installer; Joseph Flood, Grade C substation installer; Orion G. Richards, Grade B substation installer; James H. Flanagan, Jr., testman.

Division Superintendents Send New Year's Greetings

BOSTON, January 1, 1921.

TO THE METROPOLITAN DIVISION TRAFFIC FAMILY:

With pleasure I take this opportunity TOPICS gives me to pass to you a "New Year's greeting and a message."

My greeting is that the year 1921 be the happiest in your individual lives.

My message is one of appreciation for your service achievement in the year now gone. It has been twelve months of hard work, we'll agree. Work, however, has its compensations. As TOPICS told us in verse, last month, work is "a good companion." Work creates opportunity and service. Service makes for genuine happiness, which is the human goal. We can take the fullest enjoyment in the work we have chosen as *our work*, and take pride in *our achievement*, not simply because it is service but from the knowledge that it is a public service having tremendously to do with the weaving of happiness and human relations of upwards of one million lives in our community, which in turn, to some extent, must affect the lives of the nation and of the world.

My message is also one of confidence for our attainment just over the horizon,—the service of to-morrow and the days after until next New Year's Day,—which has to do with our continued mutual happiness. We have as an inspiration from our own forefathers whose anniversary we have just celebrated what has been termed as "the most stupendous example of courage and determination to win despite all odds ever written on the pages of human history." We have a splendid service accomplishment behind us. We can and will maintain it, and even better it, in 1921, with that same spirit and determination, and with that attainment make for others, which cannot but create for ourselves the happiest of all years,—the year 1921.

W. B. BRIGHAM,
Acting Division Supt. of Traffic.

"Happy New Year," Says Mr. Carter

A HAPPY NEW YEAR to all is the hearty wish of Division Commercial Superintendent H. H. Carter, of the Metropolitan Division.

Mr. McCoy's New Year's Greeting

THE Division Superintendent sends this New Year's greeting to the employees of the Metropolitan Plant.

We stand at the threshold of another New Year. Let us confidently enter in, and by individual and collective effort strive to make 1921 surpass all previous achievements.

Best wishes to all. H. A. McCoy.

Metropolitan Division Bowlers Going Great

THE Metropolitan Division bowling league members are "splitting the wood" in great style. This is the standing of the league as of December 20:

Team	Won	Lost	Pinfall
Cable.....	26	10	12,020
Main.....	26	10	11,854
Malden.....	25	11	11,987
Cambridge.....	9	11	6,544
Brookline.....	16	20	10,335
Back Bay.....	14	22	11,856
Haymarket.....	14	22	11,553
Beach.....	10	26	10,841

INDIVIDUAL AVERAGE

Ford.....	97	Donovan.....	88
Moore.....	97	Blinn.....	88
Hampton.....	95	Hayman, C.....	88
Smith.....	93	Ingalls.....	88
Richardson.....	92	Hood.....	87
Taylor.....	92	Symmonds.....	87
Salter.....	91	Shea.....	87
McCulley.....	91	Dente.....	86
Lennox.....	91	Edwards.....	86
Ectman.....	90	Hayman, F.....	85
Widdell.....	90	Barry, J. D.....	85
McCauley.....	90	Bussey.....	85
Slack.....	90	Hicks.....	84
Bates.....	89	Flynn.....	84
Barry, A. L.....	89	Honer.....	82
Studley.....	89	Murphy.....	83
Croschaw.....	89	Coulter.....	83
Lampport.....	88	Fitzgerald.....	80
Dods.....	80		

Team 3-string total, Back Bay, 1,401.

Main, 1,401.

Team single string, Cable, 506.

Individual 3-string total, Hood, 339.

Individual single string, Shea, 134.

Changes Due to Machine Switching

THE proposed installation of machine-switching units has necessitated a temporary rearrangement of the force in the Metropolitan Plant Division as follows:

Harold Bates, Cambridge wire chief, is temporarily assigned to school work.

Richard C. Mulroy, senior testman at Roxbury, and Harry Southall, senior testman at Haymarket, also temporarily assigned to school work.

Matthew McGrath, senior testman at Jamaica, transferred as acting senior testman at Roxbury.

R. J. Beatteay, chief repairman at South Boston, transferred as acting senior testman at Jamaica.

John B. Carr, testman at Dorchester, transferred as acting chief repairman at South Boston.

Henry A. McNealy, C. O. repairman at Quincy, assigned as acting testman at Dorchester.

William Howard, testman at Haymarket, to acting senior testman at Haymarket.

Arthur S. Hartshorn, C. O. repairman at Haymarket, to acting testman at Haymarket.

Ray R. Crosswell, C. O. repairman at Richmond, to C. O. repairman at Haymarket.

John B. Healey, night C. O. repairman, to day C. O. repairman at Richmond.

Newton South Night Operators Win Words of Praise

ON October 22, shortly after 4 A.M., a light flashed on the switchboard of the Newton South Exchange. As usual, Operator Helena O'Connell was on the alert, and answered signal immediately. She waited for a moment, and hearing no answer repeated her question, "Number, please." Again no answer. Becoming alarmed, and mindful of the number of burglaries that have kept Newton in an uproar for the past year, she ascertained the location of the number, and found it was the home of a wealthy business man in Waban.

She immediately notified police headquarters, and a squad of officers were rushed to the scene. The mystery was soon solved, however, by the discovery that a pet dog had accidentally knocked the telephone from the stand.

The owner of the house was loud in his praise of the operator, for, although the alarm was needless in this case, it showed that her coöperation would have been very effective had there been any real danger.

The following letter was written by the subscriber to the chief of the Newton police:

"I wish to express my great appreciation of the care and efficiency with which protection is given to residents of Newton. I had an example of this in the early morning of Friday, the 22d, when a detail of police officers arrived to investigate my premises as 89 Ridge Road, Waban, following notification of the telephone operator. The occasion for the visit was that the telephone instrument was accidentally knocked down, and the receiver fell from the hook, probably caused by the movements of my dog. But the occasion has given gratifying reassurance that if an emergency should happen the police could be depended upon to give all needed protection."

The chief of police wrote to the district traffic manager as follows:

"I think this is a case where the telephone operator should be commended."

Appreciation from U. S. Marshal

ONE of the busiest men in Boston is United States Marshal Patrick J. Duane. A recent case of real service by two Hyde Park operators made such an impression on Mr. Duane that he managed to find time to write the following letter of appreciation:

"In this era when many employees in almost every line of endeavor manifest so little interest in anything except their wages, it is a pleasure to note, as I must note and acknowledge, the extreme courtesy and splendid coöperation manifested by two of your employees in Hyde Park last Saturday evening in connection with the U. S. Marshal's office in the doing of some very important Federal Government work.

"Miss Higgins, whose Christian name I do not know, supervisor, and Miss Catherine Curran, operator, both of Hyde Park, are the employees to whom I refer."

A man should never be ashamed to own he has been in the wrong, which is but saying in other words that he is wiser to-day than yesterday. — *Pope.*

Main Musings

WE would suggest that Miss Kitty Ducey does not linger around the Back Bay district, on a windy night, with a sea-going bonnet, unless she has an elastic under her chin.

Motto:

Kitty beware, Kitty take care.
Many good hats are asleep in the deep,—
So beware, beware!

A subscriber on one of our paystations called a number in Main. The line was busy, and the operator asked the subscriber if he wished to be called. Not receiving a reply, she repeated the phrase about three times. Finally the subscriber, in a very agitated voice yelled, "What is the matter with you, operator? I shook my head, No, three times already!"

A student operator on receiving a report of a cut-off got her lines crossed, saying, "Please ring up; they'll probably hang you again." I wonder how the poor subscriber felt.

A Main "B" supervisor on a plug-in got a subscriber saying, "Hello, Carnegie," thinking he was connected with the Carnegie Steel. The supervisor felt quite elated to be taken for Carnegie. The next morning she received a plug-in, the subscriber saying, "Hello, Raymond's." The supervisor remarked to someone that the Bethlehem Steel never had a bigger drop over night than her feelings.

"Our Stars"

Twinkle, twinkle little star,
On each position there you are,
Telling tales of good work done;
When one is careless, then you run.

But on the first you will appear,
Once again our record is clear.
This is what goes on in Main,
For "Service First" is our aim.

All aboard! We have launched a new sort of contest. Who is the Star in the Main office? It has been asked if the judges are to decide by appearances or by actual results.

O girls, please be careful! We know the moonlight is especially attractive on fall evenings, but consider the shortage of stars — on the Main "B" board. We fear the climax has been reached in several cases.

Haymarket Promotions

THE following are the promotions in Haymarket during the month of October: Helen C. Cotter, from junior supervisor to supervisor. Ellen B. Coughlin, from operator to junior supervisor. Enid M. Watson, from junior supervisor to supervisor.

A Few Bouquets

MANY, many letters every month are received, commending the good work of the operators of the Metropolitan Division. Space prohibits printing all of them, but here are a few. The first is from B. B. Earl in commendation of the Melrose force:

"The writer desires to express his appreciation to your office for the excellent service rendered.

"While it is human nature to accept daily events as a matter of course, may I say that my telephone service seems each time upon my return home a little better than anywhere else."

Operator Mary T. Shine and Night Relief Operator Doherty are right on to their jobs, as witness the following from A. J. Porter, of Winthrop, to the Winthrop chief operator:

"On October 12 I had occasion to use my telephone almost continually from 11 P.M. till 3 A.M., most of the calls being of the emergency type.

"The calls were handled perfectly and showed a fine spirit of cooperation on the part of the operator.

"I wish you would express my thanks and appreciation to the operators, and especially to the night operator on that occasion."

Because of excellent service rendered him during the recent campaign, Congressman Olney sent the Dedham operators a large box of candy and the following note:

To the Dedham Telephone Operators from Richard Olney, appreciating their forbearance and cheerfulness during a vigorous and trying campaign.

Gratefully,
RICHARD OLNEY.

The following was printed in the *Chelsea Record* on October 20:

Mrs. Gunther Thanks Telephone Operators

Mr. Editor, — Through your paper, I desire to thank the young women of Chelsea telephone exchange for their very thoughtful donation to "The Kiddies" of the Day Nursery. I also take this opportunity of saying a word for our "hello girls." If the subscriber could spend one hour in any telephone exchange, watching the operator at work, they would truly wonder how each individual subscriber could be given such excellent service. Those that have not seen the many wires at the back of each operator's desk do not realize how many calls that each girl has to answer. Those that have seen the operator at work, never find fault at poor service.

A little patience on our part is a big help to the busy operator. I have had many occasions to use the telephones in the big cities and towns of the United States, also have 'phoned from the smallest city in the world.

Chelsea operators have something on them all for good service. Many of our complaints are due to our own errors; let's try to appreciate the operators who try at all times to give us the best they can.

During the epidemic of 1918, this office alone had, in twenty days, 1,287 calls. Through this good paper, I personally thank you all for past excellent service.

MRS. F. B. GUNTHER.

This is what the Arlington Casket Company wrote to Chief Operator Gaffney, at Arlington:

Dear Miss Gaffney, — We are sending you this letter because we feel that we owe you and the operators in the Arling-

ton exchange at least some acknowledgment of the very efficient and courteous service you have given us during the time, nearly two years, that we operated our factory in Arlington.

"In our business we use the telephone extensively, and it is necessary that we get prompt and efficient service; this we always received through your exchange, and during that time we never had cause to enter a complaint of any kind.

"We appreciate the excellent service rendered us and wish to thank you."

Once again "emergency service." This is what W. D. Taylor, a Newton South subscriber, wrote recently:

"*Gentlemen*, — I wish to thank you for the splendid service you gave us yesterday, between two and three o'clock in the afternoon. We called from N.S. 629-W.

"Our baby took a box full of tablets, which would have caused its death if it was not for the prompt arrival of a doctor, made possible by good telephone service."

Again we have the pleasure of printing some mighty fine letters commending the work of the Metropolitan Division Traffic force. The following is from Dr. Gerald Blake, a Brookline subscriber:

"I want to acknowledge with gratitude the efficiency and promptness of the operator who took a series of calls from Brookline 5121 between 3.30 and 4.30 A.M., Thursday, November 11. The service given was perfect, and aided materially in a real emergency, although I had not asked for 'emergency' calls. I do not know whether the work was all done by one operator, but feel you should be told how perfect the service was. If it is allowed by your rules, I wish you would express my appreciation and thanks to the operator or operators taking these calls."

Mrs. Dwyer was the operator who handled the calls.

This is what Chief Operator Goodman at Brookline received from Julia C. Cushing, a Brookline subscriber:

"Just a few lines to express my great pleasure for the service given by the young women of your department. They are always so kind and helpful that they deserve our heartiest congratulations. I should love to come down and meet you all, but a broken leg prevents my doing so.

"Kindest regards to you all."

All of our girls are "ladylike," and this is what Louis Saffe wrote to the East Boston chief operator, commending the work of Miss Eleanor Morgan:

"Under date of November 27, 1920, I received the most ladylike service which I feel could be received from any young lady in your employ. I wish to commend operator No. 24 for the above-mentioned service."

Miss Mary M. Eagan, toll operator, is the young lady referred to in the following letter from Golden-Largay Labor Agency:

"It gives us much pleasure to be able to call your attention to toll operator No. 262, whose work stands out very conspicuously.

"We are all prone to easily find fault, but with us we are quick to recognize and appreciate ability and efficiency wherever and whenever found.

"It is with this end in view that this letter is written, as we have no other interest in No. 262 than to call your attention to her efficiency."

And this is what L. E. Blodgett wrote, recently, to the Stoneham chief operator:

"I wish to express my sincere appreciation of the painstaking and efficient service rendered me last night by your operators numbered No. 6 and No. 9, respectively.

"I had business of very serious importance to transact quickly, and by their prompt handling of my calls the same was taken care of in a very short time."

The operators referred to are Miss Adelle M. Kennedy and Miss Kathryn E. Kerwin.

Bellevue has received several letters of praise during the past year. And here is another:

"Early this morning I had occasion to use my residence telephone, Bellevue 610, for quite a little time, and I want to assure you that the service was extraordinarily good, in fact, nothing further in the line of service could be expected or asked.

"Very truly yours,
"A. B. PARRISH."

In sending the above to Division Superintendent Carter, District Manager Carraher of the West Suburban District showed the right spirit of passing along a word of praise, when due, in his note that follows:

"This is only one of many expressions of satisfaction from our subscribers with the service furnished in the Bellevue exchange.

"In our commercial work lately many of our subscribers in Bellevue have complimented the service and I think this should be brought to the attention of the Traffic Department, through the Division office.

"(Sd.) J. C. CARRAHER,
"West Suburban Manager."

"Gus" Long Had a Good One

"GUS" was out to the Hotel Abbotsford, where some of his men were working, and while there noticed a lady in a booth who seemed to be having considerable trouble getting central.

Gus asked if he could be of any assistance.

She said, "Yes, I can't get this 'phone to work; they are all the same. I put my money in, and the operator won't answer. I have the same trouble with every telephone of this kind."

It was a 50A and Gus noticed that her coin was in the return

tray at the bottom of the instrument.

The lady was trying to get central by placing her coin in the return tray and had not noticed the slots at the top.

It was explained to her how to make her call, and everybody was happy.



Traffic Department Promotions and Changes

MISS ELIZABETH M. WALL, from operator to junior supervisor, Belmont; Miss Mary B. Bourque, from operator to junior supervisor, Somerville; Miss Mary G. Kelley, from operator to junior supervisor, Somerville; Miss Mary E. McCarthy, from operator to junior supervisor, Somerville; Miss Mary A. Gately, from operator to junior supervisor, Haymarket; Miss Esther T. Russell, from operator to junior supervisor, Haymarket; Miss Edith F. Harrington, from junior supervisor to supervisor, Medford; Miss Alice M. Hurley, from operator to junior supervisor, Medford; Miss Mary E. Curley, from operator to junior supervisor, Melrose; Miss Mary A. Cullinan, from operator to junior supervisor, Brighton; Miss Ellen A. Lunney, from junior supervisor to supervisor, Brighton; Miss Ellen A. Cunniff, from observer, Brighton, to assistant evening chief operator, Newton North; Miss Mary E. LeDrew, from supervisor to exchange observer, Brighton.

Mabel M. Connolly, Caroline C. Murphy, and Edith Ridlon, of Haymarket, have not been absent or tardy for six successive months.

Commercial Notes

MISS MARY COEN, of the South Suburban District, has been transferred to the Commercial Department at Salem. On the day that she went, her co-workers presented her with a traveling case.

Division Commercial Superintendent H. H. Carter, of the Metropolitan Division, addressed the Commercial Managers' Club at their last meeting.

Rev. Isaac Smith, D.D., of Somerville, was the speaker November 12, at the meeting of the Central District Commercial employees. Dr. Smith spoke on "Psychology as Applied in Business." On November 19 Mr. Harold Jarvis, of our engineering department, gave an illustrated talk on machine switching.

Illustrated lectures have been given by Commercial Manager Farr to the Men's Class of the First Unitarian Church and to the members of Caleb Rand Lodge, I. O. O. F., at Somerville. Commercial Manager Sampson delivered an illustrated talk before the members of the First Universalist Church of Somerville. Central District Commercial Manager Chapin gave a lecture to the parishioners of the Presbyterian Church, Boston. The members and their friends, of the Quinabequin Tribe of Red Men, Waltham, were given a lecture by Commercial Manager Tapley.

W. J. Reid Returns to Duty

"BILL" REID has returned to his duties as supervisory foreman in the Central District, after an absence due to an operation.

We are all glad to have him back with us and congratulate him upon his recovery.



EASTERN MASSACHUSETTS DIVISION

FRANK H. PARKER, *Associate Editor*
220 DEVONSHIRE STREET, BOSTON, MASS.

To the Plant, Commercial, and Traffic Forces of the Eastern Massachusetts Division

EACH year seems to have its difficult situations, and the year 1920 has been no exception. The division has had many problems, all of which by working closely together we have solved. In fact, we doubt if we can be stumped in solving any problem put up to us if we work it out together.

Let us take for our slogan for the new year, "Justice — Coöperation — Service." Let us deal justly with each other; let us have team work, which is coöperation, and having these two we should give the best service we have ever given.

We wish you all a very Happy New Year.

O. J. IVES.
F. E. TARR.
C. D. RICHARDS.

New Wire Chief at Gloucester

J. J. TOWEY, formerly senior testman at Beverly, was recently promoted to the position of wire chief at Gloucester, to fill the vacancy caused by the transfer of Wire Chief W. E. Leonard to the engineering force in Boston under Supervisor of Equipment L. W. Abbott.



J. J. TOWEY

"Jo" is no mere tyro in the telephone "game"; his long and varied record of service gives evidence of the fact that his promotion was merited and well-earned. Away back in 1890 was when his telephone career began, he then being employed as night operator at Lawrence. After a few years he took unto himself the duties of collector in addition to night operating, and continued this dual occupation for a number of years.

For a while in 1904 he was assistant chief operator in the New Bedford area. Shortly after, he was made a substation inspector and later became testman at Salem. In September, 1908, he was assigned to the position of central office repairman

at Salem, where he remained until March, 1912, when he was appointed senior testman at Beverly, which position he retained until his recent promotion.

During the years "Jo" Towey has made scores of friends, not alone in Beverly but throughout the Salem district. His fellow-workers in Beverly, sorry to part with him but wishing him all success in another location, presented him (as a token of their esteem) with a beautiful gold ring embossed with the insignia of the Order of Elks.

New Chief Operator at Nantucket

ON November 14, 1920, Miss Gladys H. Ray was appointed chief operator at Nantucket, to fill the vacancy caused by former Chief Operator Elizabeth E. Bartlett, resigning to be married.



MISS GLADYS H. RAY

Miss Ray entered the employ of the Company as a student, November 15, 1912, and was appointed as a supervisor, July 13, 1919.

The telephone is a particularly important part of Nantucket's equipment, as it is often the only means of communication which the inhabitants of the island have with the outside world for days at a time, and for this reason the position to which Miss Ray has been appointed is of unusual importance. Her past record is a sufficient assurance that the interests of the people will be carefully cared for.

Miss Hines New Chief Operator

MISS KATHRYN M. HINES, toll supervisor in the Salem office, has been appointed chief operator at Marblehead, in place of Miss Stevens, transferred. Miss Hines entered the employ of the Company in May, 1913, and has been employed in Salem until the present time. This promotion has been earned by her efficient work in Salem, and she carries with her the best wishes of her associates for success in her new and responsible position.

Orleans Cut-Over

SUNDAY, November 21, was a day of great activity on Cape Cod. This activity centered around the telephone office at Orleans, Mass., which was on that date moved to a new location.

For years the central office in this exchange has been located in the second story of the building occupied by the store of Mr. H. K. Cummings at the junction of Main Street and County Road. Access to the office was only to be had by means of a long flight of steep stairs on the outside of the building. This made the location undesirable from the standpoint of the subscribers, who number 450 and are located in the towns of Orleans, Eastham, and Brewster. Conditions inside the rooms made it unsatisfactory to the operating force. It became possible to secure two rooms on the ground floor of the same building beside Mr. Cummings's store, and to these more desirable quarters the office was moved.



INTERIOR OF THE NEW CENTRAL OFFICE AT ORLEANS, MASS.

A new 300-pair 19-gauge cable was installed in a new 3-duct underground conduit leading from the central office pole to the new office location, and the silk and cotton tip was fanned out on test sticks ready for the cut. The switchboard and associated terminal and protector equipment were loosened from their locations and made ready to move.

Early on the morning of the cut-over, one Hyannis-Orleans toll circuit was connected through directly to a set in the new office in order that the exchange might not be completely "off the map." At 8.30 A.M. on that morning, the 180-pair 19-gauge cable entering the old office was cut dead and the work on moving began. The switchboard, a 3-position magneto section, with all its apparatus, the frame and its fuse and protector equipment, the testboard, phantom coils and other items of equipment were part by part taken from the second floor room and installed in the new quarters.

Equipment Foreman Ames and Line Foreman MacFarlane with their respective crews, and assisted by Wire Chief LeBlanc, performed the actual work of moving and establishing the equip-

ment in its new location. As soon as the frame was set up, Cable Foreman Mercer and his men connected in the new terminating cable. So rapidly and efficiently was the moving done that at 1.45 P.M. the actual cutting-over was completed and service resumed. Field Engineer McLaughlin and Chief Operator Hilda Long tested every subscriber and toll line from the newly connected board, and at 3.25 P.M. the Orleans cut-over was declared finished without a hitch.

The new office quarters are commodious and well located, looking "spick-and-span" in their new coat of paint. Entering from Main Street, one finds himself in an enclosed space for the public, backed by a glass-topped counter. The remainder of the main room is used for the switchboard, terminal apparatus, chief operator's desk, and pay-station booth. In the rear is an attractive room of good size, used as a rest room for the operators. The Town of Orleans may well be proud of the new office.

Marblehead Chief Operator Transferred

MISS EMELINE T. STEVENS, chief operator at Marblehead since October, 1908, has been transferred, at her own request, to the position of chief clerk in the Lynn office. Miss Stevens has worked as an operator and supervisor at Whitman, Mass., and in Salem previous to her appointment as chief operator at Marblehead.

When Miss Stevens was first appointed chief operator at Marblehead, the office was located in a single room in a block, with magneto equipment. Since that time we have moved into our own building across the street and now have an eight-position board which, in the summer, is one of the busiest of its size in the Company, as Marblehead is the biggest yachting center in this part of the country.

Miss Stevens was presented by her operators with a gold piece, a picture, and flowers, as a token of their esteem, and carries with her their best wishes for success in her new position.

Hyannis Has New Chief Operator

MRS. EDNA C. STAFFORD was appointed chief operator at Hyannis, October 31, 1920, taking the place of Viola C. Chace, who has been transferred to New Bedford.

Mrs. Stafford entered the service of the Telephone Company at Fall River, April 12, 1909.

Hyannis, being the toll center of a greater part of the Cape district, is an important exchange, and our new chief operator will have an opportunity to show the "stuff" she is made of during the coming summer months.

Traffic Weds Plant

ON November 30 Miss Mary St. John, supervisor, and Mr. James Goodwin, lineman, both of the Gloucester office, were united in marriage.

Nantucket Chief Operator a Bride

MISS ELIZABETH E. BARTLETT, chief operator at Nantucket, Mass., and Mr. Rowland A. Kenyon were united in marriage at the home of the bride on Gardner Street, Wednesday, November 17, by Rev. Charles A. Ratcliffe. The couple were attended by Miss Clara Bartlett, a sister of the bride, and Mr. William Collins, of Everett, Mass.



MR. AND MRS.
ROWLAND A. KENYON

The bride was given in marriage by her father, and the double ring service was used. Fellow-employees of the bride decorated the house, and the couple were married under an arch of ivy and white roses, a wedding bell was suspended over the arch, and the background was a bank of fir-balsam and roses.

Miss Elizabeth E. Bartlett entered the employ of the Company in April, 1916, and was promoted to chief operator in May, 1919. Mr. Kenyon is an electrician in the Coast Guard service

stationed on Nantucket.

Mr. and Mrs. Kenyon will reside at 111 Main Street, Nantucket.

Mr. Jones Speaks at Lynn

ON Tuesday noon, November 30, 1920, President M. B. Jones, accompanied by General Commercial Superintendent L. N. Whitney and Metropolitan Division Commercial Superintendent H. H. Carter, visited the Lynn Chamber of Commerce. They were met at the rooms of the Chamber by President Charles F. Sprague, Executive Secretary Wm. H. Day, Jr., and Assistant Secretary Fred W. Seavey, who introduced the visitors to the members, including Lynn's most prominent business men. Superintendent Carter, however, needed no introduction, as he was for a long time an active member of the Lynn Chamber.

Adjournment to the Oxford Club followed, where a delightful banquet luncheon was enjoyed, leaving every one in a happy frame of mind.

The arrangements were perfect in every way, and great credit is due the hustling executives of the

Chamber, who looked after every detail in A-1 fashion.

Mr. Jones received a rousing welcome as he arose to speak, and his personality impressed itself forcibly through his talk, which was so interesting that all were reluctant to depart at its close. As Mr. Jones resumed his seat the applause was most flattering.

The luncheon was the second of a series of such affairs to be conducted by the Chamber during the winter months, and its popularity was amply indicated by the big outpouring of members who filled the hall to capacity.

Building the Salisbury-Hampton Shunt

THE Eastern Massachusetts Division forces are just bringing to completion a new toll pole line built on a private right-of-way located in the towns of Salisbury, Mass., Seabrook, Hampton Falls, and Hampton, N. H. This work is a part of the preparation which is being made for the installation of the proposed Boston-Portland, Me., toll cable.

A six-mile private property cut has been purchased and cleared on the west side of and parallel to the Boston and Maine Railroad, from Hook's Crossing in Salisbury to the Lafayette Bridge in Hampton, where connection will be made with the New Hampshire Division plant. This cut is on the opposite side of the railroad from the now heavily overloaded Toll Section No. 1, which is located on railroad property and which will be removed when the new cable is placed. The toll cable will be brought underground in conduit recently constructed from Newburyport through Salisbury to the southern end of the new right-of-way, and from thence it will hang aurally through the shunt.

A 25-foot cedar pole line has been built on the new right-of-way, and a 16,000-pound suspension strand is being hung on the line in readiness for the placing of the cable. The line is peculiarly straight, having very few corners throughout its entire length. Practically every conceivable kind of digging has been found there, ranging from rock work requiring blasting to get a pole down, to marsh work requiring special foundations and "A" fixtures to hold the line up.

The work is being done under the supervision of Division Foreman Bowser, by Line Foreman Henry Bell and his gang. The line is well constructed, and will be a creditable piece of work when completed.

Rehoboth Operators Right on the Job

MONDAY evening, November 29, was a busy one for Rehoboth. In fact, the two operators said they never had seen a busier one. Ellery Goff's barn caught fire, and the fact that the house and other buildings were saved was due to the quick work of the Rehoboth operators in summoning help from Taunton.

Good Work!

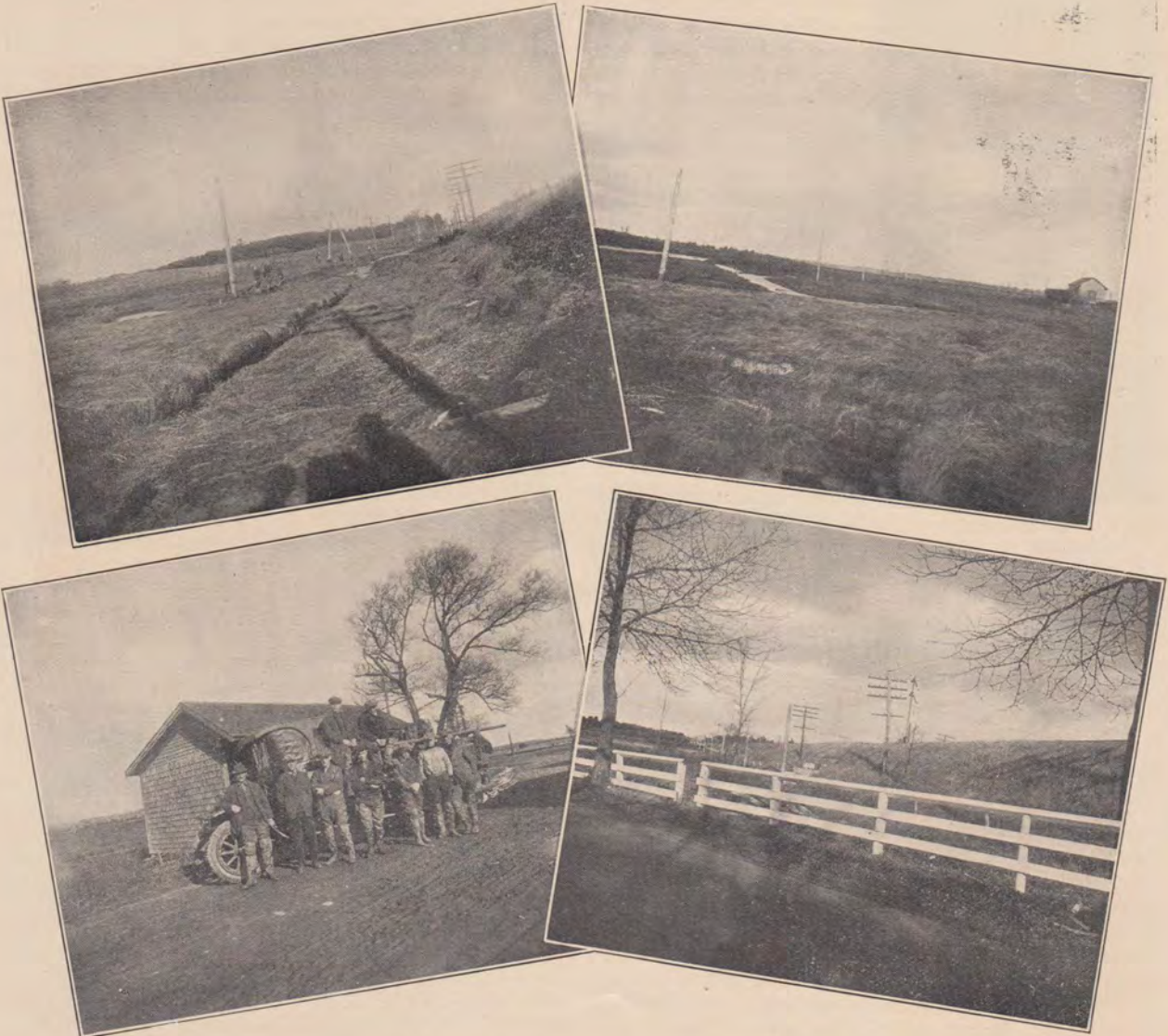
ON Thursday, December 9, Mr. Walter J. Webb, manager at Fall River, gave a talk before the Chamber of Commerce, after which the chief operator, Mrs. Eva J. Cook, and the wire chief, Mr. Alfred R. Clarke, were separately introduced. They responded by giving an explanation of their respective duties.

Following the meeting, over fifty members of the Chamber of Commerce were personally conducted through the exchange. Selected employees were

stationed at points of interest, and the details of our plant and equipment were carefully explained to the guests, who expressed their surprise and appreciation. The new rest rooms, which are also newly and beautifully furnished, attracted special attention and brought forth many compliments.

New Agent at Norton

MISS POLLY B. LAMBERT has been appointed exchange agent at Norton, in place of Marcy Taylor, who has resigned.



BUILDING THE SALISBURY-HAMPTON SHUNT

THE GANG AT WORK

A particularly difficult bit of pole-setting in thick, black mud.

THE GANG THAT IS DOING THE WORK

Reading from left to right: Lower row — Henry Bell, foreman; D. E. Bowen, A. F. Hennessy, H. Anthony, J. A. Rose, P. Moore, T. Mahoney. Upper row — I. S. Dauphine, R. Collins.

A 100-POLE STRAIGHT-AWAY SECTION OF LINE ACROSS THE HAMPTON MARSHES

THE SOUTHERN END OF THE SHUNT AT HOOK'S CROSSING
First pole shown of the new line is underground terminal pole. Suspension strand has been started but not pulled up permanently.



HORACE S. HOLT, *Associate Editor*
 SPRINGFIELD, MASS.

Springfield's Toll Chief Promoted

MISS ELIZABETH HARKNESS, for the past eight years toll chief operator at Springfield, has been promoted to a position in the office of the district traffic chief.



MISS ELIZABETH HARKNESS

wish her luck in her new position.

Miss Harkness entered the employ of the Company in June, 1906. In February, 1913, after three years as chief operator at Holyoke, she came to Springfield as toll chief operator. In this position she has worked with and for her girls, and each and every one of them felt that in her they had a personal friend to whom they could go with all their troubles, no matter how trivial, and all jointly and severally

New Toll Chief Operator at Springfield

MISS MAE I. DONOVAN has been appointed toll chief operator at Springfield, to fill the vacancy caused by promotion of Miss Harkness.



MAE I. DONOVAN

Miss Donovan began her career as an operator in December, 1905, when she began work as a messenger girl. Through the positions of operator, supervisor, instructor, night chief operator, and day assistant chief operator, Miss Donovan has demonstrated her natural ability for telephone work. Her associates unanimously congratulated her upon her promotion and wished her the best of luck.

Worcester Class Work

THE evening classes in telephone work, conducted by the plant men of Worcester, still continue to be a big success.

The five lessons on elementary electricity, conducted by A. W. Knowles, of the Maintenance



WORCESTER'S CLASS LEADERS
 G. C. Nash, Chas. Boyce, A. W. Knowles

Department, were well attended and found to be very instructive.

The ten lessons in substation work have already been started by Testman G. C. Nash, who in two lessons has applied the elements of electricity to the magneto and common battery substation. At these lessons Mr. Nash reviewed the early types of telephones, showing the differing stages through which it passed. A Magnavox, or loud speaker, was used to demonstrate many points. It was also used to hear phonograph selections from a distant part of the city.

Another interesting lesson in connection with the substation was a trip through the central office, to follow the subscribers' line.

The committee hope to cover the new book of Substation Practices before the ten scheduled lessons are completed.

The following fifteen lessons will be devoted entirely to P.B.X. work, both installation and maintenance.

The A. P. and a Farmer's Line

THE excellent telephone service between the home of a farmer in the little town of Lanesboro and the Associated Press in Boston has much to do with the success of the *Berkshire Evening Eagle* of Pittsfield in giving to the public the result of the vote at the Presidential election in the town of New Ashford. Two hours before the opening of the polls in California and an hour before the voters of Chicago were allowed to participate, the Associated Press was in receipt of the result from New Ashford.

No special preparation was made for telephone service; in fact, the *Eagle* representatives had no knowledge as to the hour when the story would be ready. When the result of the vote for President was known, a messenger was dispatched to the nearest telephone, which happened to be on what is known as a "farmers'" line. Despite the fact that there were eleven stations on the line, the *Eagle* representative was in no way delayed in getting his story "through to Boston." A clear line was secured on the first call, and within three minutes the office of the Associated Press in Boston had been put in connection with the farmhouse in Lanesboro, the election story had been given, and the news of the great "election beat" was soon on the wires of the Press Association.

The *Eagle* representative took occasion to compliment the operator and chief operator of the Pittsfield exchange for the large part the telephone service contributed in spreading the result in one of the first towns to tabulate its vote.

New Chief Operator at North Adams

MISS MINNIE E. AUSTIN has been appointed chief operator of the North Adams exchange, to fill the vacancy caused by Mrs. Gatslick's resignation.

Miss Austin started her telephone career in February, 1907, and by steady application and consistently good work has reached the position of chief operator of her exchange. By the way, she is very, very modest, and absolutely refused to have her picture taken for TOPICS.

Worcester District Correspondent

MR. E. H. COOLIDGE has consented to give the Western Division section of TOPICS a lift by lending a helping hand and gathering items from the Worcester district, so just tip him off to anything of possible interest, and he will do the rest.

Worcester Notes

HAVE you heard of the Telephone League of Bowlers?

The "Phantoms" and the "Holy Rollers,"
The "Buzzers" they are going some;
The "Wild Cats" they are on the bum.
The "Pole Cats" and the "Hot Dogs" too,
But, bet your life, they'll all come through.
The "Cuties" seem to be "Socked" out,
But you should hear those "Wild Men" shout.
If you wish to see a pretty fight,
Drop into the Casino on Monday night.

As indicated by the above, the interest in the Bowling League is still maintained.

	Won	Lost	P.C.	Pinfall
Holy Rollers	28	12	700	12,417
Buzzers	26	14	650	12,527
Pole Cats	23	17	575	2,367
Phantoms	22	18	550	12,500
Wild Men	22	18	550	12,058
Hot Dogs	17	23	425	12,071
Cuties	14	26	350	12,022
Wild Cats	10	30	250	11,896

Records

Individual string, Sheehan, 133.
Individual total, Beattie, 321.
Team string, Buzzers, 488.
Team total, Buzzers, 1,391.
Heading pin pickers, O'Laughlin, 92; Nash, 91; Beattie, 89.

Some of the overseas boys find it hard getting back to their old-time form, but are fast rounding into shape.

Billy Hart got away to a rather bad start, but they are beginning to fall for him now, and the smile which never comes off is getting even a little deeper.

Tom Sheehan also has been playing in rather hard luck, but the old average is creeping up, and he will soon be back to pre-war form.

Eddie Halcott is fast rounding into condition to take Bobby Fuller's place as a good-natured roter and goat-getter. His, "Tommy, I'm laughing at yer. Har! Har! Har!" is enough to annex any one's angora.

District Foreman Greenwood is another of the reliables who seems to be hitting the pins in hard luck. Cheer up, Horace! for when that good old left hand does get a-going, you will make us all sit up and take notice.

Things to Watch For

The pin boys getting into their bomb proofs when Arthur Johnson steps up to the firing-line.

Captain O'Loughlin, of the Phantoms, wind up; but Pat gets 'em just the same, and is at present leading the League with his average of 92.

Hear "Jack" McCrealy tell the gang what he is going to do to Paul Poehler's record that evening, and then come over to the Casino at night and see him try to do it.

Topics for "Topics"

A Misspent Life; Or, The Story of an Estimate

JANUARY 1. BORN — A healthy specimen of Estimate. In its swaddling cloth it is joyfully handed to happy District Plant Chief by father Field Engineer.

February. Godfathers meet. The three superintendents meet and try to decide on what to make it, — "doctor, lawyer, Indian chief." Finally decide, after discussing "Revenues," to leave it entirely with the Plant Superintendent, as "being entirely a Plant matter."

March. Is arrested in Boston and goes to jail for six months.

June. Time off for good behavior, is placed on probation for three months.

September. Found worthy and well qualified, he receives his citizenship papers as a full-fledged Estimate; papers dated ahead, however, to January 1 (next year).

February. On strength of this, orders a full wardrobe.

March. Decides to retire to a secluded spot and rusticate until his clothes arrive.

July. Wardrobe arrives, but in kindness of his heart lends the most necessary article (pants) to a second cousin and returns to the secluded spot.

August. The necessary article is returned, worse for wear, and he goes to work to earn new outfit.

December 31. Eve of third birthday. Has his outfit, but dies of a broken heart, a bankrupt with liabilities forty per cent over his assets.

A Second Politician in the District

DISTRICT Supervisor of Buildings was nominated for councilman from Ward 10 at the Republican caucus, in November; and, as the nomination is considered equivalent to an election, it probably is Councilman Spellman by this time. George proved to be a good vote-getter too, running considerably ahead of his ticket.

Marriages from Springfield Toll

NOVEMBER 16, Miss Catherine Mulvey became Mrs. Charles E. Nix; November 22, Miss Anna M. Coleman became Mrs. William L. Jacques; November 23, Miss Loretta M. Larkin became Mrs. John E. Fenton. During the past two months all of the above trio were remembered by numerous showers and parties, given by their associates.

New Club Organized

A CAMERA club has recently been formed at the Worcester exchange, and already has a number of active members. We understand that the membership is to be confined strictly to telephone employees. Hikes will be organized to obtain interesting subjects for pictures, and occasionally an expert will be secured to give lectures and demonstrations in the various branches of the art. Several expert photographers are already members of the club, and any employee who is interested in this fascinating art will do well to get in touch with Ralph M. Warren.



"P" stands for Polish, Pep and Paint, You ought to be glad that Walter you ain't, For he's getting cross and losing all hope That JWF will pass his order for soap.

"Q" is the way you begin the last name Of Edward, a man of widespread fame At raising chickens, jack pots and h--l, He's some little raiser to believe his tell.

I'll tell you this one about Herman R When he's at the 'phone you may hear from afar A story about the overstock in supplies, That listened to long will bring tears to your eyes.

NUMBER SIX OF THE GUESSING CONTEST

Guess the last name. Send it to H. S. Ho't, New England Telephone and Telegraph Company, Springfield, Mass. A cash prize will be given the winner at the end of the contest.

Tony Feeley Has a New Job

THE force at the Worcester Building has recently been increased by the acquisition of Mr. Tony Feeley, who has a record of twenty-five years' service. Tony is well known by all telephone men who ever worked in Worcester. Having developed rheumatism in his feet, he was transferred to an inside job, and the "handle of the big front door" is being polished as it never was before.

New Plant Ratings

THE following men have passed examination, for the ratings shown: Russell E. Chase, Springfield, Class B substation installer; Luke E. Dean, Springfield, Class A substation installer and Class A substation repairman; John P. Marsh, Worcester, lineman; James M. McHugh, Worcester, Class C substation installer; George T. Maguire, Worcester, head lineman; Wallace Keith, Worcester, Grade C cable splicer; Frank J. McGuinness, Grade C cable splicer.

Some More Political News

SPRINGFIELD, not to be outdone by Worcester, has broken into politics. Harry Knox has announced his candidacy for the combined office of selectman and overseer of the poor for the town of East Longmeadow. Good luck, Harry!

North Adams Cashier Marries

MISS SADIE C. McINTYRE, cashier at North Adams, was married, November 15, to Clyde Carley.

Traffic Promotions

NORTH ADAMS. Ida Allard, junior supervisor to supervisor; Lenora Nestor, operator to junior supervisor.
Springfield Toll. Operator to junior supervisor: Fannie Anderson, Catherine Flynn, Hermina Gruendler. Junior supervisor to supervisor: Mary P. Mason, Christine E. Kelley.

Find Bones in Hotel Cellar

IT would appear that human bones form a considerable part of Holyoke's foundations. Within a short period of time three sets of anatomy have been dug up, the last to be located being in the cellar of the Guyott Hotel. John V. Hastings, of our Company, located the bony framework in the cellar of the old hotel while doing some work there, and communicated with the police. It was at first thought that another gruesome tragedy was to be added to the police annals, but upon inspection it developed that the bones were marked and lettered with names, evidently having been the property of some doctor.

Dr. John F. C. Forster examined the collection and stated that it appeared from the lettering that they had been used by a surgeon. Dr. M. J. McIntee formerly roomed at the Guyott, and it is believed owned the set found.

Reported on Form 318

"Some Tank"

ONE gallon gas pumped, but did not secure any, as tank was empty when filled with gasoline.

"Also Some Day"

Car used eleven hours, car idle twenty-one hours.

Amherst Operators Feel Gratiified

THE Amherst, Mass., operating force feel much gratified at the commendation expressed by the following letter received by Manager Shaw:

Dear Telephone Company,—As I am leaving Amherst, December 1, please discontinue service (481-M) after that date. In giving this notice I feel that I must speak a word of commendation of the young ladies of your local office. In the eight years that I have been a subscriber they have given the most willing service and unflinching courtesy. I do not recall a single instance of impatience even in all that time.

Thank you for very efficient service.

Rev. S. PAUL JEFFERSON.



HOLDING A DEER

We wonder if he always allows his picture to be taken when he holds one.



LEON W. WEIR, *Associate Editor*
 PORTLAND, MAINE

Plant Force Do Great Work during Sleet Storm of November 23, 1920

ON the morning of November 23, 1920, Maine was awakened by its first heavy storm of the season, it being most severe in the eastern part of the state. The storm started in the early morning hours with light snow, followed around noontime with snow and rain and heavy winds. In the evening the wind reached a greater velocity, and it turned off colder, freezing the ice on the wires and poles.

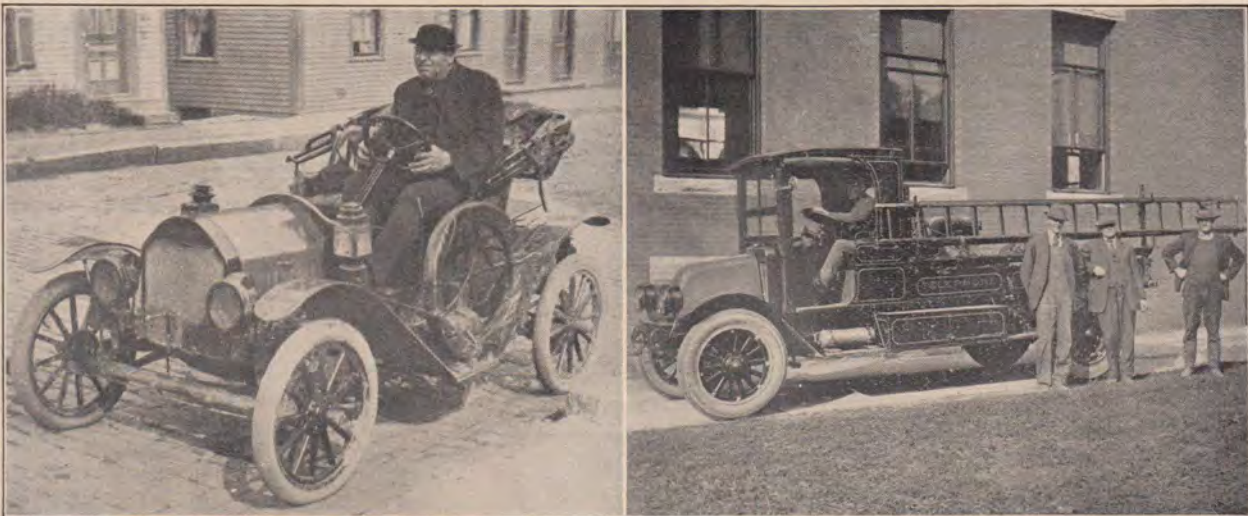
Toll line troubles started with the storm, and kept growing worse, especially so between Bangor and Ellsworth. The first report brought in was of two breaks in this toll line of twenty poles each. This was quickly followed by report from our trouble men that in all there were about two hundred poles down, over the road on one side, in the trees on the other, and leaning over the road, within a radius of seven miles.

This break occurred at Nicolan, about nine miles from Ellsworth on the Bangor toll lines. All toll lines east from Bangor were out of commission, this line carrying the circuits to Calais, Ellsworth, and Bar Harbor.

Division Foreman Jacobs was on the job, and he

finally succeeded in getting word through to two of his crews who were working about thirty miles east of there, Paul Young in West Gouldsboro and James Harriman in Gouldsboro. They moved to the break early Wednesday morning and succeeded, though sometimes with difficulty in driving their heavily laden trucks through the snow and over heavy roads, in reaching the break at noontime. Immediately restoration of service was begun, and by judicious handling of the situation by the foremen five circuits were working through by evening. The poles were pulled off the road, and all precaution made to safeguard traffic during the night over this highway.

The next day, though it was Thanksgiving and many of the boys planned on having an enjoyable day at home, found all on the job ready, and working with all their might, to get all the lines through that day. With twenty such young huskies of linemen as Harriman and Young have, work went along with a snap and precision. Holes were dug; poles were set, reset, and straightened up; arms were replaced; wires tied and untied; crosses and grounds were removed, of every description; and when the last test was made about three o'clock that day the proud voice of the toll testman at Bangor said, "All lines are clear and



THE FIRST IS NOW LAST AND THE LAST FIRST

The first picture in this strip is the last picture of the first automobile used in the Lewiston district; the last is the first of the last addition to our motor equipment. Some difference! But wait! Don't turn over this page until you have noted carefully the hat on Joe Tarr as he sits proudly at the wheel of the first that is now last.

working." This was some satisfaction to the crews, as well as the Company. Much work was still left to be done, but all lines were working and the damage being repaired as rapidly as possible.

Division Foreman Jacobs is to be congratulated on his clever planning and also on having such gangs of able men to carry along the work.

Oh, Gosh!

RALPH THURSTON, Lewiston, district foreman, went hunting this fall and left his car on a river bank near the camp. It rained for a while soon after his arrival, and the river rose, as rivers will. The accompanying picture was



taken on the second day. On the fourth day only the top was out of water. This was all in the wilderness. The story of how he came home under his own power will be published in book form later.

Just as a sample, he had to filter all his gasoline through a felt hat.

Bangor Plant Notes

A. WINCHELL returned from his vacation with a 217-pound 8-point buck deer. This one is the largest, so far this year, to be shot in the Bangor district. Last year Mr. Winchell specialized on bear hunting.

H. R. Silsby, installation foreman, has returned from his annual vacation spent in Canada just over the line, where game was reported plentiful. From appearances the game is there, but time is scarce for hunting.

On November 17 the Bangor district received its first 1920 call from Messrs. Wind, Sleet, and Snow. They took with them forty poles from our toll lines between Bangor and Ellsworth, Me., interrupting all telephone service between Bangor, Bar Harbor, and Washington County. Before this break was repaired they again called, on November 23, taking sixty more poles between Bangor-Ellsworth, Me., and thirty poles between Bangor and Waterville, Me. With the assistance of the division crews working in the district, all lines were repaired in quick time.

Good Work at Monroe

S. E. LITTLEFIELD, of Monroe, Me., is very grateful to the telephone service, and states that he will never again be without a telephone in his house. On November 15, at 1 A.M., he discovered a fire and called the operator at Monroe. She immediately called all of his neighbors who could be reached, and they hastened to the scene and saved his buildings.

Augusta's New Chief

MISS BEATRICE C. OUELLETTE, the new chief operator at Augusta, Me., entered the Company June 13, 1909, as a student in the Lewiston exchange; here she served as local operator, senior operator and local supervisor with considerable ability. In February, 1920, Miss Ouellette was transferred to Bar Harbor, Me., as chief operator, where she remained until transferred to Augusta, November 1, 1920.



MISS BEATRICE C. OUELLETTE

Her present promotion is a reward for real service. During the past ten years Miss Ouellette has been frequently commended for excellent service, and she has a splendid record for attendance and punctuality.

Promotions in Bangor District

FLOSSIE E. BOULETTE, operator, Waterville exchange, promoted to junior supervisor. Mildred R. Steele, operator at Newport, transferred to Millinocket as supervisor.

Lida W. Nye, operator, Fairfield exchange, promoted to supervisor.

Myra E. Fowle, chief operator, Augusta, transferred to chief operator at Bar Harbor.

Personal Service Here

ON Sunday, November 14, Cora Murray, supervisor at Waterville, received a call from Grill & Walker, of Pittsfield, to Galvin's Flower Shop in Boston, or any other florist. All florists that she tried were closed. She then called Mr. Galvin at his residence, who referred her to another florist. Calling party asked for the operator's name who handled call. A few days later Miss Murray received a dozen chrysanthemums and the following note:

"Thanking you cordially for your many courtesies and kindness. "GRILL & WALKER."

State of Maine Division News

TO the young lady who likes chocolate fudge I would suggest getting in touch with "Bob" Campbell, of Young's crew. Bob sure can make it as no one else can. Drop him a letter and make inquiries. He is a good correspondent and likes plenty of mail, having served in the late War for a time.

Anybody want to buy an automobile? If so, get in touch with "Andy" Seavey before it is too late. He is stripping the mudguards off, and all other unnecessary equipment on the sides, and intends putting wings on her to see if she will fly. She may go up.

Earl Harlow and Andy Seavey, of Paul Young's crew, have been proudly proclaiming themselves singers of note, they having sung in some choir in days gone by. However, at a recent little party down in Maine the Duo were called upon to render a selection, but they did not come through, severe colds and not having their own music being the alibis given, — but we are doubtful.

Paul Young swears the next time he leaves his only clean shirt, and a white one at that, hanging over the end of the bed in a country boarding house he will take certain precautions. Shirts are hard enough to keep clean in a floating crew.

We wonder how the mails will be Down East this winter, coming from New York. Let's hope they will be regular. Charles Martyn, of Young's crew, says he can swing a digging bar far better when the mails are on time. Dan Cupid sure works wonders even with a digging bar.

Joe Woodard, of Harriman's crew, celebrated Thanksgiving in fine style this year. After a hard day's work repairing the damage to our lines by the sleet storm of two days previous, he took time in the evening to take unto himself a better half. His honeymoon was spent on the same job next day. It is known that Joe met the fair lady while working on a sleet-storm break in Millinocket, a year ago, married her while on the same kind of a break in Ellsworth this year,—but as to what will happen in the next break, next year, we have nothing to say. Good luck to you, Joe!

"Bo" Hannon has returned to work this week after a siege of seven weeks' illness. You can't keep a good man down!

You'd Be Surprised!

NOW, wouldn't you? — if you had been out to dinner with one of your friends and over to the band concert for a while, and when you came home and switched on the light in the living-room found about thirty-five of your girl friends with laughing faces patiently awaiting your homecoming.

Miss Marion Thomas, supervisor in the Bar Harbor exchange, was the popular young lady who was pleasantly surprised on the evening of September 24 by her friends and given a utility shower.

Besides all the beautiful shower gifts, the operators gave a cut-glass water set, complete, with reflector.

"Tommie" became Mrs. Frederic Van N. Schench on October 27, 1920, and will make her home in Portland, Me. We all wish her the best of luck and happiness, and we're sure going to miss her.

Two more of our operators are now wearing diamonds, and our chief is now learning how to sympathize with the other chief operators who have the same "switchboard troubles."

Archie Can Take Care of His Bride

ON Wednesday, October 23, Archie W. Bowley, of the Plant Department at Rockland, Me., and Miss Mabel Brewster, former night operator, stole a march on their friends and were quietly married. One week after this event Archie left the office for his annual vacation. Every one was on the "qui vive" to know when the wedding was coming off, and needless to say all were very much disappointed to find that it had already taken place. The happy couple departed for Megunticook Lake, to spend a quiet honeymoon, but their telephone friends left no stone unturned to find where they had gone. Within two or three days they were located, and a speedy reprisal was planned. On the night of November 3, at nine o'clock, eight automobiles drew up in front of the central office. These were quickly loaded with friends, carrying horns, bells, shotguns, etc.



On reaching the cottage, all was dark and silent. Then bedlam was let loose, but not a sign or sound from within. Finally some of the more adventurous cautiously pried open a window. Finding only silence within, they grew bolder and entered, with the crowd following. At last a glimmer of light from an inner room shone dimly, and Archie, with a gun in each hand, appeared in the doorway, a very much surprised and almost indignant bridegroom.

Very soon mirth and merriment were at their height. Ice cream, cake, and cocoa were carried by the guests. It was an evening long to be remembered.

Traffic Department Changes

MISS MYRA E. FOWLE, chief operator at the Augusta exchange, was transferred to Bar Harbor, November 1, 1920.



GEORGE F. PARKER, *Associate Editor*
RUTLAND, VT.

Who's Who in Vermont

THE photograph here is that of S. D. Parker, wire chief at Newport, Vt. Mr. Parker entered the employ of the Southern New England Telephone Company at Bridgeport, Conn., in 1893, as groundman. He was transferred in 1896 to Saybrook, Conn., as repairman, where he remained until 1900.



S. D. PARKER

In 1900 he resigned and a year later accepted a position with our Company as division inspector at Burlington, Vt., under the late W. F. Hunt, at that time division foreman.

In the fall of 1901 he was transferred to Montpelier as inside wireman for Vermont and northern New Hampshire.

In 1905 he was made subforeman, and later

in the year promoted to position of foreman. When the Passumpsic Telephone Company was formed, in 1907, Mr. Parker continued as foreman for that company until 1910, when he was given the title of superintendent of plant.

In 1917 the Passumpsic Telephone Company was taken over by the New England Company, and in 1918 he was made wire chief, a position he still holds.

He remembers when Bridgeport, Conn., had less than eight hundred subscribers, and four hundred of these lines were grounded.

Mr. Parker built the first farmer line in Newport, Vt., and the first exchanges in North Troy and Lowell. He has supervised practically all of the line construction in the northeastern part of the state.

Mr. Parker is well liked by the public and popular with his fellow-employees. He is a hard and conscientious worker, always ready and willing to take any job, no matter how difficult. His chief hobby is fishing and boating, and many a night when he starts out in his motor boat on Lake Memphremagog for his camp over the Canadian line (why over the line we have never ascertained)

the lake fairly boils and rolls, caused by the trembling of the finny tribe who have learned to fear him.

Mr. Parker is in excellent health, and looks forward to many years of usefulness with the Company.

Vermont Has Some Storm

THE recent wind and snowstorm in northern and central Vermont raised havoc with the telephone service and compelled the plant department to work to their utmost to restore conditions to normal.

A violent wind caused many poles to be blown over and uprooted trees that fell across the lines. No sooner had these troubles been remedied temporarily than along came a heavy snow and sleet storm and the boys had to start all over again.

On Section 163 Rutland-Castleton, carrying toll circuits to Fair Haven, Castleton, Whitehall, and Poultney, Vt., and Granville, N. Y., there were approximately twenty-five poles blown over.

Division Superintendent Durfee, Wire Chief Germon and crew, Cable Foreman C. A. Parker, with Cablemen Murphy and Hogan, all got busy and gave first aid repairing these circuits temporarily until Foreman B. W. Reynolds and crew with their heavy artillery arrived and did a permanent job.

In the Newport District there were about seventy-six poles blown over on the various toll sections, and about fifty-four poles on the various local lines. They were taken care of by Wire Chief S. D. Parker and crew.

In the snow and sleet storm which followed the wind storm there were many of the wires which measured five inches in diameter.

Toll Sections 133 and 173 and 142, carrying long-haul circuits, were particularly hard hit.

Linemen Ellis and Coon, who covered Section 142 between Plymouth and Rutland, were obliged to send their teams back to Rutland on account of hard traveling and make the rest of the trip to Plymouth Union, where they secured shelter for the night at a farmhouse.

All who worked out in the rain and snow repairing these breaks are deserving of a great deal of credit, as it was well earned.

THROUGH TOPICS, the Associate Editor for Vermont would again request that items be in the division office as near the first of the month as possible.

Watch Your Step

MANY years ago the man shown on this pole, which is in our own Company's territory, together with another lineman, was sent to repair a loop which had come in trouble. The latter was killed in the manner shown in the picture, that is, by his hand coming in contact with a primary lighting wire and his foot touching the cable.

This pole line was at the time being made into a joint line for use by telephone and light companies; the two men mentioned were members of a crew who had been cutting wires into cable and dropping cable on the poles to secure proper separation, and the job had been nearly completed.



By strange fate the man seen posing on the pole was killed later, in nearly the same way, in a nearby town.

Both were first-class linemen, which only goes to show that even the best workers in a moment of forgetfulness or unless extremely careful are apt to be injured, especially when conditions are dangerous.

While the telephone and lighting companies are constantly bettering conditions, it has been a big job, as in the days gone by the agitation for safety was not so great, nor was it deemed so necessary as at present, and much hazardous construction was built.

It has been necessary in many cases to practically rebuild exchange lines, and it is obvious that

there are still poles occupied by telephone and lighting companies where the separation is not as it should be, and it is hoped that this picture will help in some measure to put into the minds of all of our men the necessity of using as much care as they can in similar circumstances, and it might possibly prevent an accident.

The above picture was sent to TOPICS for publication in the interest of "Safety First."

McMillan—Cook

MISS IDA MAY COOK, daughter of Mr. and Mrs. James F. Cook of South Main Street, one of the best-known young women of Barre, through her long service as chief operator of the New England Telephone and Telegraph Company, and Duncan J. McMillan, son of Mrs. Duncan McMillan, Sr., of Thurston Place, were united in marriage recently at the bride's home, by Rev. Bert J. Lehigh, pastor of the Baptist church.



MRS. DUNCAN J. McMILLAN

Among the guests at the wedding was the bride's sister, Mrs. Fred Colburn, of Manhattan, Kans., who came East for the purpose of attending the event and visiting her parents.

For sixteen years the bride has been connected with the local telephone office, and for the past twelve years has been the very efficient chief operator, winning the esteem of all the patrons by her very satisfactory service.

Mr. McMillan is very popular among his acquaintances. He is connected with the granite firm of Marr & Gordon, was a former president of the Barre Golf Club, and is ex-alderman from Ward 4, serving as chairman of the street committee during his period of office.

Students Visit Burlington Office

ON November 29 and 30, Miss Lena D. Frye, chief operator of the Burlington, Vt., exchange, conducted classes for Miss Helena Marco, instructor of secretarial courses of the University of Vermont, through the Burlington, Vt., exchange.

Miss Marco sent three groups of five or six students at a time to have the mechanism of the switchboard, the traffic loads, and general methods of operating explained to them by Miss Frye.

Mr. Parker's Greeting

TO the Employees of the Traffic Department of the Vermont Division: A very happy New Year to all!

A retrospect of the year now drawn to a close brings to mind many instances of splendid acts of service performed by the operators of this division in the course of their duties, combined with a most apparent sense of loyalty and faithful duty to both the public and Company. This has been expressed in many ways in times of storm and heavy traffic loads, and I sincerely appreciate your excellent coöperation.

I am glad, therefore, to avail myself of this opportunity to congratulate you on the results of the past year, and I wish each one of you success and happiness for the year to come.

S. F. PARKER,
Division Superintendent of Traffic.

Mr. Hall's Greeting

TO the Telephone Employees of Vermont: Greetings! May peace, contentment, and the joy of helpful service reign in your lives and homes, and may the New Year bring to you and yours a full measure of life's richest blessings.

J. F. HALL,
Division Commercial Superintendent.

Mr. Durfee's Greeting

TO the Telephone Employees of the State of Vermont: My cordial and sincere good wishes for the coming year, also my appreciation and gratitude for the spirit of coöperation shown during the past year of 1920.

W. T. DURFEE,
Division Superintendent of Plant.

Bellows Falls Force Praised

BECAUSE of mighty fine service by the Bellows Falls force. Edw. G. Osgood sent the following letter of commendation to Manager Buzzell:

"Having been called to Bellows Falls because of the serious illness of my mother, and later, when she left us, I found it necessary to use the telephone a good deal, both for out-of-town as well as for in-town calls and at all hours of day and night.

"I wish therefore to congratulate you upon your quick and efficient service.

"The responses to all of my calls were quickly given and the best of attention constantly paid to them.

"Will you please express to the young ladies in your office who assisted me in talking with my friends, of my sincere thanks for their attention and for every courtesy shown me.

"I certainly wish them to know that I appreciate it."

New Chief Operator at Barre

MISS CLARA B. STEVENS was appointed chief operator of the Barre, Vt., exchange, November 1, 1920, succeeding Miss Ida M.

Cook, who resigned to be married.

Miss Stevens is a graduate of the Rochester, Vt., High School. For several years she was an operator in the Rochester, Vt., exchange, and was librarian in the public library for some time at the same place. During the past two and one-half years Miss Stevens has filled the position of clerk in the White River Junction, Vt., exchange, in a very successful manner. When a new chief operator was needed



MISS CLARA B. STEVENS

Miss Stevens was the logical choice.

New Testboard at Burlington

A NEW No. 4 two-position toll testboard is being installed at Burlington, Vt. Foreman J. M. Rae, of the Western Electric Company, and a crew of skilled workmen, are doing the work.

The wire chief and toll testman will welcome the change, as the new board is located on the first floor and takes the place of the one in the basement, where there is much dampness in the summer and gas in the winter; besides, the quarters are very cramped.

Some Hike!

THE Telephone employees at Burlington, Vt., took advantage of the beautiful fall weather, and recently climbed Mt. Mansfield, the highest of the Green Mountains. The first half of the trip was made by train, and the last half, over the foothills to the base of the mountain, was made in a "Green Mountain limousine." Although the trail is very steep and rugged, there were no quitters in the party, and the ascent was made in less than two hours. They found a good chicken dinner prepared for them at the Mansfield Hotel, and it is needless to say that it soon disappeared. Mansfield Mountain is three miles long, and there is much of interest to be seen, but they were able to take in only a part of it for lack of time. At this time of the year the foliage is of many colors, and the view was beautiful beyond description. The trip was made without mishap, and the party all report the best time ever.



WILLIAM J. HURLEY, *Associate Editor*
 MANCHESTER, N. H.

Our Superintendents

LET'S get acquainted. Many of the employees in the New Hampshire Division have heard the names of Wheeler, Marden, and Worthley. Notices posted on bulletin boards have been signed by one or more of these three gentlemen at one time or another.

Because our territory is so large and has so many of us fellow-workers scattered all over New Hampshire, it is an impossibility for any one of the three superintendents to know all of us. Therefore, we present them to New Hampshire folks this month.

In length of service our division superintendent of plant, Ralph C. Marden, has a few years on his associates, Messrs. Wheeler and Worthley.

Mr. Marden was first employed in the telephone business in 1894. His first job was that of an operator. He must have made good; 'cause his service record shows that he received several promotions from then on. Here are a few of the jobs that "R. C." has had since he started in with us: Collector, solicitor, installer, repairman, lineman, clerk, cashier, chief clerk, district superintendent, district plant chief, and division superintendent of plant.

These positions, however, were held in New Hampshire, Massachusetts, and Vermont. So you see Mr. Marden has had some experience, and you can't stick him on many angles of our business.

Next in length of service is Division Commercial Superintendent Harold W. Worthley. He commenced his telephone career in 1897, special agent in Manchester, N. H., for Mr. George E. Hanson, then assistant to the general manager. In 1900 Mr.

Worthley was transferred to Lowell, Mass., as special agent of the Central Division, under Division Superintendent James H. Barry. Mr. Worthley remained in Lowell until 1902, when he was delegated to act in the same capacity at New Bedford, Mass., under Division Superintendent Theodore E. Parker.

In 1903, Brockton, Mass., needed the services of a manager, and Mr. Worthley received the assignment, remaining there until 1904, when he was transferred to Fall River, Mass., retaining his title as manager. In 1906 he was transferred to Salem, Mass., as superintendent of the Salem District (under James H. Barry), which at that time included all the North Shore exchanges. In September, 1908, he was transferred to Manchester, N. H., as district manager for the Manchester District. June 1, 1917, Mr. Worthley's title was changed from that of district manager to division commercial superintendent for the state of New Hampshire Division, which position he now holds.

Although practically all his telephone life has been spent as a commercial man, Mr. Worthley has never overlooked a bet to learn about the other parts of our business. Consequently he too has a knowledge of the entire business as good as any, and better than some.

In 1899 Division Superintendent of Traffic H. G. Wheeler became a part of our Company, only that wasn't his title then, oh, no! From 1899 to 1905 Mr. Wheeler was a plant man, specializing (Oh, that word!) in plant maintenance and construction work, principally in Vermont. In 1905 he was transferred



RALPH C. MARDEN



HAROLD W. WORTHLEY



HOWARD G. WHEELER

to the Traffic Department, and has in the past fifteen years filled successively and successfully various assignments in Vermont, Massachusetts, and New Hampshire.

Plant and Traffic naturally work real close together, so you see we are fortunate in New Hampshire in having a division traffic superintendent that knows what the Plant is up against and consequently can see the Plant side.

Space prohibits a more detailed story of our three superintendents, but perhaps now you can see that they started at the bottom and worked up.

Mr. Marden's Greetings

I APPRECIATE this opportunity to send a message of good-will and best wishes to each Plant employee in New Hampshire. We can reflect with satisfaction upon the results of our efforts in meeting recent difficulties, and look forward with confidence that we shall enjoy solving the problems of the coming year.

R. C. MARDEN.

Mr. Wheeler's Greetings

TO NEW HAMPSHIRE TRAFFIC EMPLOYEES:

I am very glad to accept an invitation from the Editor of TOPICS to express through TOPICS my appreciation for the fine spirit with which you have met and overcome the many difficulties presented by our work of 1920.

I extend to each of you my best wishes for your success and happiness in the coming year.

H. G. WHEELER.

Mr. Worthley's Greetings

TO EMPLOYEES OF THE COMMERCIAL DEPARTMENT,
STATE OF NEW HAMPSHIRE DIVISION:

We approach the close of a year in which you have had to face unusual Commercial problems. Early in the year the demand for service was abnormal. The demand increased. We were unable to meet it. The situation became alarming. Switchboards and cable were congested. There was a shortage of telephone instruments. Installations were greatly delayed, and in some cases we could not furnish service at all. The situation was most acute at the opening of the summer season. The facts had to be presented to the public in a satisfactory and businesslike manner, so that our inability to meet the demands for new services would be understood. You have patiently, courteously, and successfully dealt with our patrons, and I am truly proud of the work you have done. A new year is upon us. The Commercial problems will be different, but I know you will dispose of them with the same success that has distinguished your work for 1920, and I wish you all a happy and successful New Year.

H. W. WORTHLEY.

Mr. Mosses' Greetings

GREETINGS:

I desire at this time, through the medium of TOPICS, to express my appreciation of the conscientious good work and coöperation of the New Hampshire Revenue Accounting force during the year 1920.

It is very gratifying to me to know that such commendable work has been done in the past year, as in previous years, and that it is the result of a splendid get-together spirit which is an asset to the department and the Company as a whole.

It is not necessary for me to ask for the same good work to continue in the New Year, because your obvious good-will expresses it fully, and I take pleasure in extending to each and every one of my force sincere greetings and good wishes for your health, happiness, and success in the New Year.

O. R. S. MOSSES.

Do You Know?

DIVISION Revenue Supervisor Mosses, of the Manchester, N. H., Revenue Accounting Department for the state of New Hampshire,



O. R. S. MOSSES

entered the service of the Company in October, 1908. In October, 1910, he was promoted to the position of supervisor, which under the old régime consisted of the supervisory work of approximately eight clerks. In May, 1911, he was promoted and transferred to the Bangor, Me., revenue accounting office, with a force of thirteen clerks. In November, 1911, he was transferred to the Manchester revenue accounting office, where he is now located.

At the time of taking charge of that office, in 1911, the accounting took care of 115,000 tickets and 18,000 accounts, with a force of twenty-two clerks. At the present time his office is handling the accounting of 222,000 tickets (with a summer load of 250,000) and 39,000 accounts, with a force of twenty-five clerks.

Dr. Bullock to Aid Red Cross

DR. E. W. BULLOCK has been appointed chairman of the First-Aid Department of the Essex County Chapter of the American Red Cross.

First-Aid Wounds

BY EDWIN W. BULLOCK, M.D.

AN injury in which the skin is broken is called a wound. Wounds are of various degrees of severity, from a little cut of the finger to the deep wound going through the skin and injuring the tissues underneath.

Wounds are divided into three classes:

(A) Incised or clean-cut wounds, made by a sharp cutting instrument which penetrates the flesh more or less deeply, but where there is no tearing or bruising of the tissues.

(B) Contused or lacerated wounds, where the flesh is not only cut but is torn and bruised, and often the muscles, bones, nerves, and blood vessels are extensively injured.

(C) Punctured wounds, made by a sharp instrument with a long blade, such as a stab from a knife or dagger, a bullet wound (except from an explosive bullet, which will make a contused wound), and the wound from a nail driven into the flesh. The punctured wound extends more or less deeply into the tissues of the body, but the opening in the skin is small.

All Wounds are Dangerous unless Properly Treated

Remember that all wounds are dangerous unless properly treated, and, except in the case of small superficial cuts and scratches, should be treated at once by a doctor to avoid serious results.

The great danger arises from dirt, pus germs, or other foreign matter getting into the wound and causing extensive inflammation and blood poisoning. The skin protects the structures of the body from injury, and so long as the hard outer layer of the skin is intact, no poisonous matter of any kind can get into the body to do harm.

When this outer layer of the skin is cut or broken, the under layer, which is full of blood vessels, is exposed, and poisonous matter or germs will then get into the circulation through these blood vessels and cause blood poisoning.

There are four symptoms which will let you know when a wound has become poisoned or infected, namely, pain, heat, redness, and swelling.

The wound will sometimes heal over on the surface and everything will look all right, but in two or three days one will begin to have pain in the wound, and it will become swollen, red, and hot to the touch. This means just one thing, — that dirt or pus germs are in the bottom of the wound and nature is trying to force them out; failing to do this, the pus will travel in the line of the least resistance and will burrow into the soft tissues about the wound, will then get into the circulation, and cause general blood poisoning.

Never neglect an infected wound; see a doctor at once; have the wound opened, the pus and dirt

cleaned out and have the doctor care for the wound until it is healed.

An Important Feature

When treating a wound of any kind we should have one thought constantly in mind, and that is *absolute cleanliness*.

Remember that our own skin is covered with pus germs, and when placing a dressing on a wound always be careful not to touch the surface of the wound with your hands, and never let your hands come in contact with any part of the dressing which is going over the wound. If we do, pus germs or dirt from our hands will get on the dressing and into the wound. If possible, wash your hands thoroughly in soap and water before dressing the wound and be sure you have a clean towel on which to wipe them; if no clean towel is at hand apply the dressing with your hands wet.

It is a bad plan to hold a wound under running water; you will wash dirt and germs into the wound. Never suck a wound; the mouth is full of deadly pus germs.

Remember that to have a cut heal quickly the edges of the wound should be held close together, and that in deep cuts extending through the skin the edges will often pull apart. Such wounds should have a doctor's care at once, in order that he may decide whether or not it is best to put a few stitches in the wound to hold the edges together. If this is not done the wound will be slow in healing and you will usually get a bad scar.

With small cuts it is a good plan to squeeze a little blood out of the wound before applying the dressing; this will help to wash dirt or germs out of the wound. Remember that there are no germs in the air that will poison a wound, for the oxygen in the air will kill all pus germs, and a wound will not go wrong so long as the air can get to every part of it.

It is better to leave a wound exposed to the air until the doctor comes than to cover it with a dirty dressing. A sterile dressing is one in which the germs have been killed by heat, and such a dressing can be made by boiling a piece of cloth or gauze fifteen minutes in water, or by baking for thirty minutes in a hot oven.

All of the dressings in our first-aid kits have been sterilized and are ready for use. Do not seal the wound so tight that the air cannot get in, and painting the wound with collodion or covering it with sticking plaster shuts out the air and helps the germs to develop and cause blood poisoning. Collodion or sticking plaster should only be used to hold the dressing in place.

Of the various drugs used on wounds, the tincture of iodine is by all means the best, and our kits

contain iodine swabs ready for use. Remember that iodine rots both cork and rubber stopples and should be kept only in glass-stopped bottles to prevent evaporation of the alcohol.

A Few Don'ts to Remember

Do not use iodine in cuts about the eyes.

Do not use iodine too freely in extensive scalp wounds; it may cause trouble. Creolin, a coal-tar product, is also used but is not as good as iodine. It should be diluted in water about 20 to 30 drops to one pint of water. Lysol is also good, but look out and do not use too strong a solution; 10 drops in one pint of water is strong enough.

I do not advise the use of peroxide of hydrogen on clean wounds. It is of use to clean the pus out of poisoned wounds, and should be diluted in equal parts of water. Do not use any solution of bichloride of mercury (corrosive sublimate) or carbolic acid except on the advice of a doctor. These solutions will often inflame and corrode the edges of the wound and retard healing.

To summarize: Keep the wound clean, paint around the wound with iodine, apply a sterile dressing, bandage or strap with plaster to hold the dressing in place, and then take the man to a doctor for further treatment.

Traffic Changes and Promotions

MMARGARET A. GRANT, Concord, from junior supervisor to supervisor.

Stella C. Marshall, Concord, from toll operator to junior supervisor.

Anna M. Richardson, Manchester, from junior supervisor to supervisor.

Miss Olive J. Nicholson, an operator at the Portsmouth exchange, has resigned to accept a position as P.B.X. operator at one of the large hotels in Bermuda.

Miss Esther Flanagan, service observer in the Portsmouth exchange, recently became the bride of William Seaward, a former employee of our Company.

Two Letters of Praise

THE following letters, received by Manager Towey, of the Nashua District, show in what regard we are held as a public utility.

Mr. Sullivan, who is mentioned in the first letter, has, by his genial good character, greatly added to the prestige of the Company by his many commendable acts.

NOVEMBER 11, 1920.

Mr. FRANK SULLIVAN,
Milford, N. H.

Dear Mr. Sullivan,—Mrs. Fitch told me last evening that you were able to come up to the house in Milford yesterday and disconnect our telephone. I was very glad to get it fixed up, for unquestionably I will be located here at Nashua for the winter.

May I take the liberty at this time to express to you my appreciation of your good service which you personally rendered us and also your good Company which you represent. I have no reason to find fault. If I come back to Milford, I will look for that same satisfactory service.

Mrs. Fitch also informed me that you wished me good luck in my adventure. There is nothing that sounds so good to me as a little expression like that. You realize that it means a great deal to me, after what I have been through the last two or three years. I am sure that you have my very kindest wishes for years of much prosperity and happiness in the time to come.

Yours very truly,

HAROLD E. FITCH.

NOVEMBER 15, 1920.

Dear Manager,—Find herein 49 cts. in postal stamps, as per bill herewith, which closes our business relations so far as concerns "line 33 ring 15." I wish to thank your Corporation, which, by the way, "has no soul," according to current report, for the excellent service rendered all these many years and for prompt and efficient methods of mending breakdowns and correcting unavoidable delays. Your Corporation may, indeed, have no soul, but it surely is a DAMN good healthy running mate.

Yours with full appreciation,

D. J. HUTCHINSON.

The 368

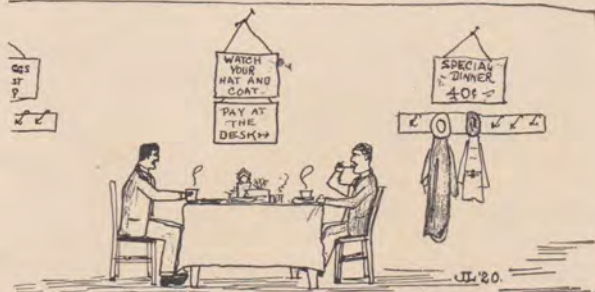
By FRED CARROLL

DON'T make me ask for time sheets,
It's very wrong, you know;
At the end of your day's labor,
File one for the dough.

The time sheet is quite handy,
'Twill show if you were late;
'Twill help the poor old time clerk
To make your time out straight.

Although you're in a hurry,
And you've got a heavy date,
It won't take but a second
To file the 368.

Well Grounded



1st CABLESPICER: "THIS COFFEE MAKES ME THINK OF A FLOODED MAN-HOLE!"
2nd CABLESPICER: "WHY?"
1st CABLESPICER: "NOTHING BUT 'GROUNDS'."

New Hampshire Has Sleet Storm

Plant Force also Do Fine Job in Restoring Service

A SLEET storm accompanied by a high wind descended with mighty force, on November 16, causing great damage to our plant throughout the state.

Approximately eight miles of wire and numberless poles were found lying across highways and fields, completely paralyzing telephone service in the Littleton and Lancaster areas and impairing somewhat the service in Portsmouth, Harrisville, Peterboro, and New London.



EIGHT MILES OF WIRE DOWN AFTER THE STORM

Upon hearing of the breaks, the crews under Foremen Humphrey and Chisholm were dispatched to the "distant north," to repair the damage.

With the wires coated with sleet, and a strong wind rolling down Wing Road at a velocity of from thirty to forty miles an hour; and with the ground covered with a heavy fall of sleet, the work of restoring service, to be sure, could not be termed a very pleasant task.

Foreman MacIntyre, Division Foreman Campbell and Division Superintendent of Plant R. C. Marden arrived on the scene shortly after the break occurred, and materially assisted in restoring service on important toll circuits, principally the Littleton-

Lancaster, Littleton-North Conway, and Berlin and Littleton circuits.

It was decided to re-route a portion of our line through private property, and before trouble on the last circuit had been cleared a line was staked out, right-of-ways bought, and poles shipped from our general stock in Dover.



LINE FOREMAN CHISHOLM
Testing out line on Toll Section 143
near Littleton, N. H.

The outside plant force received the thorough cooperation of A. C. Knowles, division superintendent of supplies, and his capable force, who, through clever maneuvering on their part, succeeded in obtaining a total of over 70,000 feet of covered wire, and shipping same to Littleton, N. H., in record time.

At Harrisville, on Toll Section 124, a total of thirty poles, heavily laden with local and toll wires, was blown over. Foreman McInnis was notified to entrain for Harrisville. He had not long been in Harrisville before he was master of the situation.

Minor breaks occurred on Toll Sections 112 at Exeter and 101 at Hampton, but through the efficiency of "Tom Meehan," who was at the test-board, serious trouble was averted, mainly because of his good fortune in getting men to the break shortly after the occurrences.

Lawrence Service Praised

THE following letter was received by Manager Cheney from the Lawrence, Mass., Fire Department, in commendation of good service:

"I wish to call your attention to the very efficient service rendered this afternoon, by Operator No. 40, whose identity I learned from the chief operator, when in response to an emergency call placed in her hands for a doctor she procured one almost at once.

"The call was sent in from 805, Central Fire Station, about four o'clock, and in less than five minutes a doctor was on the scene administering to a man who had become stricken.

"Trusting that you will accept our thanks in the young lady's behalf, and extend to her your commendation. . ."



CHISHOLM AND "HENRY" READY TO RUN PERMANENT
WIRE ON TOLL SECTION 143



ROBERT A. CROWN, *Associate Editor*
50 OLIVER STREET, BOSTON, MASS.



HOW'S THIS FOR A MERRY CROWD?

Get-Together Party of Accounting Dept.

AN evening of merriment was had at the American House on December 9, 1920, by about two hundred of the Accounting Department from Lowell, Salem, Worcester, and Boston, including the invited guests as follows: President M. B. Jones, Vice-President E. W. Longley, T. J. Feeney, assistant to the President, and Auditor F. E. Moore.

The tables were prettily decorated, and with every one wearing a colored paper hat, it made a striking scene.

Frank Mosses, chairman of the committee, one of the hardest and most earnest workers toward the evening's pleasure, started things going with a few remarks, concluding by introducing R. P. Jones, auditor of receipts, toastmaster of the evening.

Every one thought that the A. of R. would smash a table with the gavel when calling for order to tell a few jokes and to introduce the next speakers; however, he was responsible for keeping things going, and all enjoyed his witty remarks.

Our President, Mr. M. B. Jones, was loudly applauded when he arose. He spoke in regard to the deflation in business at the present time, also about the many concerns shutting down. He then added that those conditions did not exist in this Company,

but at the same time the Company needed the full coöperation by all of its employees.

It seemed quite like old times to see Mr. E. W. Longley again, and his remarks were pleasing to listen to, as they always are.

The other speakers were Mr. T. J. Feeney and Mr. F. E. Moore. Both had the crowd laughing at their raft of funny stories.

For the entertainment, Frank Frazona's violin solos and Miss Bunker's singing pleased all; Miss Whitham, of Lowell, whose well-trained soprano voice was greatly appreciated. Miss Ethel Chabot, chief clerk at Worcester, although not on the program to sing, favored the crowd with a few songs.

After the tables were cleared away, dancing was enjoyed until eleven o'clock. The committees in charge were as follows:

Toastmaster, R. P. Jones.

Regular Committee: Frank Mosses, chairman; Ethel Wrye, Anna Doherty, John Gough, W. C. Crispin, Winifred Fitzgerald, Wm. Farquhor, Mildred Dixon, Betty Stickley, J. J. O'Brien, C. J. Morrin, Emma H. Krouth, S. Oake.

Reception Committee: Helen B. Shannon, Edith E. Buzzell, Helen Blankhorn, Grace Holland, Dora Harrington, Mary Reynolds, Carl Luther, Helen Kiley, Ellen V. Nugent, Frank Healy, Tom White.

Community Singing Leaders: Bob Crown, Carl Luther, C. J. Morrin.

Another Bride

C. J. MORRIN writes that once more Cupid has been poaching on the Second Central preserves, and on Thanksgiving eve Carol Peterson fell a victim to his dart. While we are sorry to lose one of our live wires of the office, and a prominent member of our last year's bowling team, we wish her and her husband, Mr. Malcolm Bowman, of Hyde Park, great happiness and the best of luck in "the great adventure."

Before her departure she was presented a pretty breakfast set from her office associates.

The couple will live in Medford, Mass.

Miss Lane a Bride

MISS ALICE J. LANE, of the First Central District, a sister of John J. Lane, former secretary of the Red Sox Baseball Team, resigned on December 11, 1920, to be married on January 1, 1921, to Lieut. Frank H. White, of the U. S. Army.

Miss Lane's desk was decorated the day she left, and her associates did *not* forget the confetti. It was showered on her generously. A pretty breakfast set was presented to her, along with many good wishes.

After a trip to Oklahoma, Mr. White's "home town," the couple will return to Newton Center, where they are planning to live.

South Suburban Associates' Meeting

ON Monday, November 15, in the auditor's office lunch room, the South Suburban Associates, according to our good friend, Frank Mosses, held a sing-song and short-story party, there being sixty present to keep up a riot of song and fun. D. R. S. Ellerton T. Williams introduced the chairman of the committee, Frank Mosses, as toastmaster, who extorted speeches from about twenty members.

The party was a farewell to clerks going to other divisions and a welcome to the newcomers. Since the association started in March of this year, a sum of \$170 has been subscribed in dimes and about \$125 spent for gifts, flowers, and other donations.

We Would Be Pleased to Have You Call Again

ON December 10, 1920, after a visit to the Commercial and Coin Box departments, Miss Ellen G. Horrigan, chief operator of the Richmond exchange, and the clerk, Miss Katherine E. Arbuckle, accompanied by Chester R. Lovejoy, our distinguished Commercial manager, visited the Central District of the Accounting Department.

They were shown how busy they kept a large force of clerks and supervisors on account of the

little ticket which their exchange makes out when a call is completed.

Both were surprised at the magnitude of the Company, and they saw only a small part. Miss Horrigan and Miss Arbuckle expressed the advantage in knowing the people they dealt with so frequently over the wire.

Bring over some more, Chester; we like to be acquainted with them all.

Hooray for Bill!

THE Brighton office was called up for news for TOPICS. They informed us that everything was as quiet as a graveyard.

Supervisor Bill Carey must have kept it quiet that he has another boy. Now he can boast of having a family of six, all boys. This event occurred December 3, 1920.

Just think! this means six coming supervisors for the Company. How about a stenographer, Bill?

Pioneer Dead

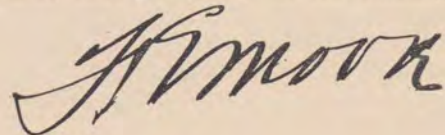
ALBERT E. CARTER, formerly an employee in the Treasurer's department, died at his home, 20 Rossiter Street, Dorchester, Mass., December 17, 1920. He had been sick only a week, although for some time had been confined to his home owing to an injured knee.

Mr. Carter was born July 20, 1861, and came with this Company January 7, 1895, and was with us until November 5, 1917, when he retired on a pension, having been a faithful employee of the Company, in continuous service, twenty-two years and ten months. For many years he was at the cashier's desk at 119 Milk Street, receiving payment for subscribers' telephone bills, this being before the days of the commercial department. The last few years previous to his retirement, he was in charge of the general cash books of the Company and assisted in the preparation of the financial statements.

The funeral was held from his home, Monday afternoon, December 20, 1920, representatives from the Treasurer's office being present. Mr. George L. Ruffin, also of that department, rendered several vocal selections. Mr. Carter was buried in the Mount Hope Cemetery. A mother and sister survive him.

Mr. Moore's New Year's Greeting

TO each one of my associates I extend the Season's Greetings, and it is my earnest wish that you will enjoy, in generous measure, health, happiness, and prosperity in the coming year.



SUB-LICENSE AND CONNECTING COMPANIES

JOSEPH R. WYCKOFF, *Associate Editor*
50 OLIVER STREET, BOSTON, MASS.

Mr. Story's New Year's Greetings

AS we are approaching the New Year 1921, I am glad to be afforded this opportunity to express to the employees of the subsidiary and connecting companies my sincerest wishes for their happiness and success during the ensuing year. I also wish to congratulate them on the generally satisfactory service they have rendered during the past year.

In this year of reconstruction and adjustment let us endeavor to inject into our work more of the human element in our relations with the public, for the success of our business and the excellence of our service will depend in the largest measure upon how convincingly each one of us can impress upon the mind of the public that we not only have a personal interest in the success of our Company, but are even more deeply interested in furnishing its patrons with a satisfactory quality of telephone service.

F. W. STORY.

Laconia Wins Praise

THE following letter was received by Mr. Turner at Laconia, N. H., from Justice F. W. Fowler. It is in appreciation of service by the Laconia force. The letter follows:

"I desire to express my appreciation of the very prompt and painstaking service rendered by the operating force of your Company on Sunday last, when I was anxiously trying to secure a nurse in connection with illness in my family.

"Realizing that the telephone-patronizing public is mainly prone to complain when dissatisfied with the service, and that censure alone, without praise when merited, furnishes little incentive for the average operator to try to please, I offer this word of commendation."

On the Job

THE following note from Mr. Hildreth, manager of the Hollis Telephone Company, Hollis, N. H., tells its own story:

"To-night I have been clearing trouble caused by a rainstorm which froze everything it struck. Have been removing crosses caused by overweighted tree branches falling on lines. This work was done with the aid of a spotlight. The last trouble came on after seven o'clock in the evening. Had trouble cleared and trees trimmed before nine. The time to clear a trouble is before the subscriber finds out that there is one."

New Chief Operator at Dover, Me.

MISS ELVIE MITCHELL has been promoted to chief operator of the Moosehead Telephone and Telegraph Company at Dover, succeeding Mrs. Ruby Jack, who resigned on account of the illness of a relative. Miss Mitchell is probably one of the youngest chief operators in the employ of either the New England Telephone and Telegraph Company or any of its subsidiary companies, and in her new position has the best wishes of her many friends.



MISS ELVIE MITCHELL

As an operator in our Company Miss Mitchell has had a splendid record, both for attendance and general good work.

Conference of General Managers

ON November 23, 1920, a conference of the general managers of the subsidiary companies, including Mr. Reed, manager of the Heath Telephone Company, Shelburne Falls, Mass., and Mr. Cushing, manager of the White River Valley Telephone Company, Bethel, Vt., was held in Mr. Story's office, at 50 Oliver Street, Boston.

The purpose of this meeting was to talk over the provisional estimate or budget for the year 1921, a closer relationship with the public, publicity features, and accounting practices.

Mr. Story, Mr. Waring, Mr. Radcliffe, and Mr. Hagerman made some interesting and helpful remarks.

Carroll County Telephone Co. Notes

MRS. E. P. PALMER, chief operator at North Conway, is having her annual vacation of two weeks, and Miss McCrillis is substituting for her.

Doris E. Hodsdon, the new agent at Sanbornville, is replacing H. F. Chapman, resigned.

Morehead Notes

THE increase in traffic demands, both toll and local, has made necessary the addition of a new section of switchboard at Dover, the installing being done by C. O. Installer Bonser, of the Portland Division of the New England Tel. & Tel. Co.

When we first heard the song, "My Wife's Gone to the Country, Hooray!" we thought that the composer of the song had the right idea. As proof that he didn't, behold the sad person of Wire Chief Jones, at Dover.

Coos Notes

MISS CARRIE A. DOLLOFF, chief clerk at Lancaster, has gone on leave of absence for four months.

Miss Susie M. Baker, chief operator at Lancaster, has been on a vacation and has just returned. She spent an enjoyable month in Massachusetts and the southern part of New Hampshire.

Flora V. Anderson, supervisor of the Whitefield office, has resigned and returned to her home in Gardner, Mass.

Amey J. Harvey is the new supervisor in charge of the Whitefield office.

Miss Judith M. Locke, commercial cashier at Lancaster, starts on her vacation December 6.

Miss Edith E. Coyle, plant accountant at Lancaster, is to have her vacation beginning December 6.

A. C. Lewis is substituting as chief clerk in the Lancaster office during the absence of Miss Dolloff.

Mr. George E. Long, commercial manager at Lancaster, and Margaret A. Hooker, former operator at Colebrook, were married at Woodsville last Thursday morning. The ceremony was performed by Rev. Fr. Frank Hogan. Albert J. Kenney, of Lancaster, a former employee of Coos Company, was best man.

Mr. and Mrs. Long left for a wedding trip to Montreal, after which they will reside on William Street in Lancaster. Mrs. Long was presented with a purse of gold by her associate employees of the Company.

Mr. Frank O'Shea spent the Thanksgiving holidays with friends at Manchester.

District Superintendent of Plant R. C. Marden and Division Construction Foreman James Campbell were recent business visitors at the general manager's office at Lancaster.

Superintendent of Supplies A. C. Knowles was in the Lancaster office, recently, looking over material and supplies for the New England work in this section.

President F. W. Story, Commercial Manager G. E. Long, Repairman Thomas Mason, Chief Operator Mary A. Brown, and General Manager W. A. Lewis attended a conference last month with the President and a number of the members of

the Littleton Board of Trade, at which the telephone situation was discussed with the idea of betterment and improvement of service. There were a number of good ideas advanced, all of which are being put into operation.

Coos and Grafton counties have already had a taste of the "near future" in two sleet storms and one severe storm which put a large number of lines out of commission. The repairmen were on the job bright and early and made rapid progress in clearing up the damage.

Introducing Skowhegan, Me.

SKOWHEGAN is the shire town of Somerset County, and was settled in 1773. It is here that the county courthouse, jail and state reformatory for women are situated. Skowhegan is a manufacturing center, has a population of 6,000 people, produces textiles, pulp, paper, dairy products, hay and potatoes, and has the largest development of water power in the state, controlled by the Central Maine Power Company. This is also the home of ex-Congressman Sam W. Gould, and George Otis Smith, director of U. S. Geological Survey.



There are no better offices in the state than those maintained by the Maine Telephone and Telegraph Company at Skowhegan, the commercial office being located on Madison Avenue and the traffic and plant offices occupy the third floor of the Philbrick Block on Water Street. Both offices were newly equipped about three years ago. Skowhegan exchange has 637 subscribers, who receive service from a six-position magneto switchboard, covered by five regular, one part-time, one night, operators and a chief operator. The commercial office is supervised by a clerk in charge. The average number of local calls handled daily, 2,164; tolls, 275 to 300. The picture, of Water Street, Skowhegan, showing by an X where the Central office is located, was obtained through the kindness of Mr. J. R. Merseroy, a photographer of Skowhegan.

PROVIDENCE TELEPHONE COMPANY SECTION

DONALD COWELL, *Associate Editor*
PROVIDENCE, R. I.

Mr. Howard's New Year's Message

TO FELLOW-MEMBERS OF OUR ORGANIZATION:

WE are passing another of Time's milestones and are entering a new section of the long road. We have found some pretty rough traveling in the last few stretches, but it is improving.

At this time, at the beginning of a new year, it is natural that we should pause to mentally review the past and to speculate hopefully as to what the future may bring to us.



OUR VICE-PRESIDENT

For several years the world has been going through trials and experiences unparalleled in its history. It has been torn by the struggle and stress of war-time, with its suffering, its desolation, and

waste. It has seen the coming of peace, with a reaction that took the form of an extended celebration. It has now entered the inevitable period of readjustment and reconstruction in which we will be, probably, for some time to come. The critical transition period has been passed, safely and without panic, and now the world is progressing toward stable conditions.

Much has been done, but much remains to be done. The year on which we are now entering should see great progress — great accomplishment. The work of readjustment is one that needs and calls for the help of all of us and for the best that is in us. It is not only our duty but our opportunity to contribute our active productive efforts for the good of the world, and this means for the good of ourselves.

Active productive effort leads to achievement, success, and satisfaction.

And so, with appreciation of all you have accomplished, but having in mind also the needs of the world and the duty and opportunity of contributing to these needs, my wish for all of us for the New Year is: Success and Happiness.

Charles S. Pierce

*Vice-President,
Providence Telephone Company.*

Mr. Whitney Talks to Telephone Society of Rhode Island

THOSE who are not as yet members of the Telephone Society and those who attend on the "skip-stop" plan are missing some very enlightening and broadening talks on subjects vital to their daily work.

On the night of December 9, at the third regular meeting of the society, Mr. Lambert N. Whitney, General Commercial Superintendent of the New England Company, in an informal talk presented a very helpful viewpoint on three subjects that affect acutely every telephone worker. First, that of over-specializing; second, that of tempering authority with democracy, and, third, the middle and main course of keeping the fixed objective dominantly in view while maintaining a proper course between the first two propositions.

It is not possible to reprint the entire talk from memory. Those who heard Mr. Whitney, however, came away with a better understanding on the points he illustrated. He made clear the fact that the men who are helping direct the policy of our organization are thinking and working along lines of betterment in the relations between the employee and his superior.

In summarizing his remarks, he made it clear that no organization, however small or large, can succeed or even continue to exist unless human nature, as a force, is accepted at its true value.

Some of us who may be inclined to "grub" along from day to day should find in the broader viewpoint of Mr. Whitney's talk a more cheerful outlook and a friendlier spirit for the next day's work.

Commercial Department has Get-Together Meeting

ON Thursday evening, December 2, the first of a series of educational meetings for Commercial employees was held on the eighth floor of the Washington Street building.

An enthusiastic crowd attended this first gathering, and if succeeding meetings prove as interesting, their popularity will grow to that point where every individual in the department will value his privilege to be present.

Mr. Charles S. Pierce, general counsel for the Providence Telephone Company, as speaker for the evening talked on "Public Relations," a subject of prime importance for the Commercial man or woman. Certainly a happier combination of

speaker and subject would be difficult to find. He elected to draw up a chair and present his thoughts as informally as if he were talking to his own family. This was just the spirit desired by those who planned the meetings. The atmosphere of easy, unrestrained informality leaves every one comfortably free to receive and assimilate new ideas.

The whole tone of the meeting was inspirational. It was a fitting inauguration to the program of "mutual aid" meetings, and every person present came away with a better understanding of his job and his responsibilities.

Operators Prevent Probable Theft

MISS EMMA JAMIESON and Miss Maude Williams, night operators in the Attleboro exchange, had their curiosity aroused by two unexplained occurrences, coming practically at the same time. Miss Jamieson notified the police, and possibly was instrumental in preventing a theft.



MISS EMMA JAMIESON

Shortly before twelve o'clock midnight, November 28, the drop on the switchboard showed that a call was forthcoming from the S. O. Bigney Company factory in County Street, yet the repeated inquiries of "Number, please," were unanswered. As the call came at a time when affairs were usually peaceful, Miss Jamieson was at a loss to understand the conditions, when suddenly

there came a call from the Ingraham factory at the corner of Union and Dunham streets, directly opposite Maiden Lane, where the Union Plate and Wire Company robbery was committed only the day before. When Miss Jamieson answered the drop, a man's voice said, "This is Mr. Ingraham." He then shut off the connection.

A patrolman investigated the Bigney factory episode. No door or window could be found unlocked, and no explanation of the strange procedure could be given. Later investigation failed to disclose the fact that anything had been taken from any of the shops in the building.

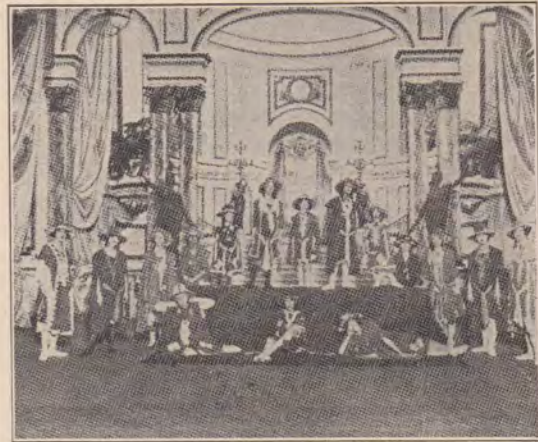
Because of the fact that the strange informant had shut off so suddenly in the Ingraham call, the police were fearful of foul play, and hastened to the place. The Dunham Street entrance to the factory was found open, and despite the fact that a thorough search was made, the officers were unable to locate any one. On the top floor, the door to the H. A. Allen Company factory was unlocked but no trace of an intruder was found.

327 Words to the Wise

IF the curtain of the future could be rolled back, and you could look ahead to the gala night of February 2, 1921, you would see great crowds of telephone people and their friends surging into Elks Auditorium to enjoy the Telephone Society's big concert, entertainment, and dance.

You would hear the sonorous overture by the 35-piece orchestra; you would thrill to the core at the stirring scenes from Sir Bulwer Lytton's "Richelieu"; you would sway with laughter at the "vodeville" stunts, and wonder at the cleverness of your fellow-workers.

At the conclusion of the entertainment, when the aforesaid 35-piece orchestra burst forth with jazzy fervor, you would cast an appraising eye about you for a partner to assist you in keeping your balance on the perfectly waxed floor. And thereafter, for many consecutive dances, you would thank your



JUST ONE OF THE MANY STAR ACTS

lucky stars that foresight had prompted you to get your tickets early.

Rather than tell actually what is going to happen and spoil the fun of suspense and anticipation, it would be better to tell only a few details. The entertainment itself is under the able direction of Mr. James M. Waters. Mr. Waters, like Topsy, "just grewed" up with the show business, and was one of the pioneers in the "movie" game. Report has it, and truthfully, that he used to lean against the same scenery with such persons as Ethel Clayton, Louise Hough, Lottie Briscoe, the late Arthur Johnson, and others as well known. "Jimmy" was one of the leading lights of the first Lubin Studio. So, if any one can arrange a real show, our own David Belasco is the man!

The picture shown here is just one of the scenes from the "bathing act" which will be included in the program. And there will be other features you can't afford to miss.

Friends, relatives, the public—anybody may come who is willing to swap a half dollar for five dollars' worth of good time.



District and Department NOTES

MISS ALICE G. SMITH, of the Commercial Department, resigned November 6 to prepare for her approaching marriage.

Miss Florence L. Tanner, of the Commercial Department, resigned December 24. Miss Tanner is leaving to become a nurse. We are sorry to lose her, but are sure that the nursing profession will benefit by our loss.

Miss Cecile O. Brault and Miss Sarah M. Canham have been added to the Commercial family on the first floor of the Washington Street building.

It is whispered about that the supervisor of motor vehicles and supplies is an E(a)rnest H(appy) Soul(e).

The following men have recently qualified for advanced rating before the Engineering Board: F. J. Duffy, Union, testman, Grade B; F. P. McKenna, Union, combination man; H. G. Whitehead, Pawtucket, C. O. repairman, Grade B; P. Bousfield, East Providence, combination man.

A miscellaneous shower was held in the Messiah Parish Hall, November 18, in honor of Miss Madaline Geary of Union, one of our November brides. She received many beautiful gifts, including a chest of silver from the girls. Among the entertainers were Miss Agnes Lynch, Miss Florence Ramey, Miss Soutra.

Mrs. Vincent Hickey, *née* Madaline Geary, recently gave a supper to several of the girls from the Union exchange.

Mr. C. Eugene Gove, commercial representative in the Commercial Department, Woonsocket, for the past three and a half years, has been transferred to the Plant Department, beginning his new duties on November 15. His many friends wish him every success in his new surroundings.

The Attleboro Traffic Department has been very busy of late, planning showers for the brides-to-be. On November 8, a very pretty miscellaneous shower was tendered to Miss Ethel Pierce. The retiring room was tastefully decorated in white and gold crêpe paper, and when Miss Pierce reported for duty she was surprised to find a huge basket prettily decorated and filled with many gifts of linen, cut-glass, silver, etc., awaiting her. Refreshments were served. On November 10, Miss Pierce became the bride of George Speer, of Newark, N. J. Mrs. Speer will remain with us until spring, when she expects to make her home in the West.

Again Cupid invaded the Attleboro office, and this time claimed Miss Dorothy Knight. A very pretty miscellaneous shower was tendered to Miss Knight on November 26 in the retiring room. The

room was decorated in pink and white crêpe paper. Miss Knight received many useful gifts of linen, cut-glass, and silver. On November 27, Miss Knight became Mrs. James Carroll, and will make her home in Hyde Park, Mass.

Miss Olga Cremona, day supervisor at Union, resigned last month on account of ill-health.

Miss Regina Kilduff, formerly of the Union Traffic, has been transferred to the Attleboro Traffic.

Miss Gertrude O'Connor of Angell returned in November after two months' leave of absence.

A surprise supper was given at King Fong's, in honor of Miss Irene Galligan. Miss Galligan was presented with a cut-glass vase. The bride-elect received a chest of silver from the girls of Angell. Miss Irene Galligan became Mrs. Samuel Cashman on November 9, at three o'clock.

Miss Bertha L. Frankel, supervisor at Broad exchange, was married to Mr. Arthur Leander Charney Grimwood, November 25, at the Church of the Epiphany, at twelve, noon.

Miss Helen Carroll, of Broad, resigned December 2. She is going to make her home in Santa Monica, Calif., and has a position with the telephone company in that city. The girls of Broad exchange presented her with a traveling bag.

Mr. R. A. Inglis Transferred

THE Directory Advertising Department forged ahead under several additional pounds of steam last month, when "Ray" Inglis was transferred from the position of collector to that of advertising solicitor. In a few weeks, Ray not only demonstrated his ability to collect autographs "on the dotted line" but actually turned in a greater number of contracts than any one else. Friendly professional jealousy gives rise to the opinion that his height enables him to save time by canvassing the tall office buildings without leaving the ground. Seriously, though, Ray has the best wishes of all.



RAY INGLIS

Aquatics and Heroics at Broad

SOME mornings ago, during a heavy rainfall, the catch basin near Broad exchange refused to function, and the large volume of water that collected finally poured under the cellar door of the exchange.

In a short time the cellar floor was four inches under water, and the situation threatened to become serious. However, the rain slackened and the drain resumed operations, which saved much damage for the exchange.

Broad employees seem to be equal to any occasion, for boots, rubbers, buckets, and washtubs appeared miraculously, and "all hands" were "piped" to bail out the cellar, which is of no use as an aquarium.

Although help was summoned at the start, half an hour later, when Mr. Whitall's gang arrived, with pumps and other tools for such emergencies, the cellar was fairly well drained.

Chief Maintenance Foreman Bardsley was on the scene shortly after the mishap, and went over the situation with Wire Chief Fanning. The necessary steps have been taken to prevent further floods.

Much damage was saved by the prompt action of Foreman Jones and Mr. Fanning's men who made up the bucket brigade.

November Promotions

UNION. Ida Brearley, night senior operator to night junior supervisor; Margaret H. Donley, senior night operator to junior supervisor; Mary M. Brady, junior supervisor to local supervisor; Mary Dwyer, junior supervisor to local supervisor.

Angell. Mary M. Conley, local operator to junior desk supervisor; Lena Logan, local operator to junior supervisor.

West. Theresa H. Healey, senior operator to junior supervisor.

Pawtucket. Madeline M. Havey, local operator to night junior supervisor; Mary A. Quinn, night senior operator to junior supervisor.

Broad. M. A. Bowman, night senior operator to night junior supervisor; Eleanor R. Gallagher, operator to junior supervisor.

Information. Alice T. Dunlavy, clerk to chief clerk.

Attleboro. Esther MacDonald, junior supervisor to night supervisor; Bernice Hopkins, operator to junior supervisor.

"A la Carte" to "Table d'hote"?

LATE one afternoon, recently, while Mr. E. Bardsley and Mr. J. A. Phillips were visiting a cabin-dweller in the wilds of Seekonk, on business regarding tree trimming, they were invited to remain for supper.

"Ah! supper," thought Messrs. Bardsley and Phillips as one man. "How the native hospitality is stirred by our combined charm of personality!"

"Sure we'll stay to supper," assented Mr.

Bardsley delicately, intending to convey the impression that although this was their regular night for fasting—under the circumstances and all that—.

Mr. Phillips, more cautious, and perhaps having a premonition, inquired with well-assumed non-chalance.

"What—er—kind of a supper?"

The answer was terse, comprehensive, and conclusive, and consisted of one lone word: "Skunk."

The two visitors unanimously decided their prospective host was more facetious than refined, but the little animal was gingerly displayed in proof, and also in all its pristine freshness.

Mr. Phillips looked at Mr. Bardsley.

Mr. Bardsley looked at Mr. Phillips.

They accepted a cup of coffee each, as a tribute to their host's cordiality, and departed thence, quietly and unassumingly, as befits a couple of telephone men.

Our Medical Department Opened

ON November 24, Dr. Elihu S. Wing, who has acted as medical adviser for the Benefit Fund Committee for some months past, opened the new department at the office provided on the second floor of the Union Street building, where he will be available to employees of this Company for consultation without charge, on Wednesday mornings from nine to ten o'clock. Special appointments can be made by application to the secretary of the Benefit Fund Committee.

It is the belief of the Company that the employees can safeguard their health by getting such advice as Dr. Wing can give, for any person can do better work if his mind is at rest as to his physical condition.

Dr. Wing has had wide experience in hospital work, in Government work during the war, and in private practice, and the Company considers that it is fortunate in securing his services.



DR. ELIHU S. WING



"HAIL! HAIL! THE GANG'S ALL HERE!"

Five well-known faces and five equally well-known expressions seen in and around Union. Messrs. Gumley, Keyser, Duffy, Waters, and Fraser Caught by the camera-eye and facile pen of Artist Burr.

H. O. McKeon Dies Suddenly

HUGHIE O. McKEON, head lineman at Pawtucket, R. I., died suddenly on the morning of December 1, at the Memorial Hospital.



H. O. McKEON

He was born at Providence, R. I., in 1881, and was in his thirty-ninth year. Mr. McKeon had been employed for the past fifteen years by the Providence Telephone Company, serving his last two years as head lineman.

During the Spanish War, he served as seaman in the U. S. Navy, aboard the battleship *Iowa* — which was then the "Pride of the Navy."

He was a member of the Holy Name Society of St. Mary's Church, and the Telephone Society of Rhode Island.

He is survived by his wife, Mrs. Margaret (Skelly) McKeon, and two children.

A wide circle of friends will miss his fellowship and cheery personality. The sympathy of his fellow-workers is extended to the bereaved.



SPIDERS are responsible for a great deal of trouble with telegraph lines in Argentina and Brazil. The ground spider spins a heavy web, which, according to the daily press accounts, the wind wraps around the wires in great masses. In wet weather they cause short circuits. Repair men are obliged constantly to follow the wires across the country and remove the webs. The South American spider is not the small, harmless insect so familiar in North America. — *The Classmate of November 27, 1920.*

Punctuation Counts

Collector Bond had a stop in his route the other day that caused a smile, and he passes it along. It seems, as he started to ring at a door, he noticed a sign on the door that read: "Please step inside and knock bell out of order."

Charlie Wright gets straightened out on this knotty problem, if we can judge from the verse that Manager Wright is the "Charlie":

Two Watering-Places

"Saratoga and Newport, you've seen them,"
Said Charlie, one morning, to Joe;
"Pray tell me the difference between them,
For bother my wig if I know."
Quoth Joe, "'Tis the easiest matter
At once to distinguish the two;
At the one you go into the water,
At the other it goes into you."



STOP a minute!
Take your Good Book and read the two Great Commandments and then the Sermon on the Mount. Apply their teachings in your business, social, and civic life. Try to live them seven days a week.

We need no new light to guide us out of the troubled times that seem to threaten our individual and national welfare. We need to get back to fundamentals, — to sane thinking and, better still, sane acting.

Keep in mind the truth that, after all, this is a good old world. We have wandered a bit off the main road. Let's take a fresh start now.

Over-optimism is a fault, but too many persons mistake a cheerful outlook for ignorance or lack of conservatism.

In these days, when business seems a bit slow, no good is accomplished by the exchange of such remarks as "Business is bad!" "Times are hard," etc.

The psychology of every one's thinking and saying, "Business is looking up," or "Things are not so bad," would tend to bring about actual improvement.

A sunny disposition is ever an asset, and it is hard to keep optimistic if we listen, agree, and add our quota to pessimistic, depressing street-corner talk. We can easily become a force for betterment if we will.

The new year gives opportunity for "preachy" editorials, but once a year it helps us all to take a personal inventory and commence afresh.

Telephone Workers' Credit Union of Rhode Island ANNUAL MEETING

The date of this meeting will be announced later. It will be held in January.

**Watch for the time and place, and
ATTEND THE MEETING**

The House by the Side of the Road

By the late SAM WALTER FOSS

There are hermit souls that live withdrawn
 In the place of their self-content;
 There are souls like stars, that dwell apart,
 In a fellowless firmament;
 There are pioneer souls that blaze their paths
 Where highways never ran, —
 But let me live by the side of the road
 And be a friend to man.

Let me live in a house by the side of the road,
 Where the race of men go by —
 The men who are good and the men who are bad,
 As good and as bad as I.
 I would not sit in the scorner's seat
 Or hurl the cynic's ban —
 Let me live in a house by the side of the road
 And be a friend to man.

I see from my house by the side of the road,
 By the side of the highway of life,
 The men who press with the ardor of hope,
 The men who are faint with the strife;
 But I turn not away from their smiles nor their tears,
 Both parts of an infinite plan —
 Let me live in a house by the side of the road
 And be a friend to man.

I know there are brook-gladdened meadows ahead,
 And mountains of wearisome height;
 That the road passes on through the long afternoon
 And stretches away to the night.
 And still I rejoice when the travelers rejoice
 And weep with the strangers that moan,
 Nor live in my house by the side of the road
 Like a man who dwells alone.

Let me live in my house by the side of the road,
 Where the race of men go by —
 They are good, they are bad, they are weak,
 they are strong,
 Wise, foolish — so am I.
 Then why should I sit in the scorner's seat,
 Or hurl the cynic's ban?
 Let me live in my house by the side of the road
 And be a friend to man.





By the light of old Watch Hill to the star of Quoddy Head,
Over hill and vale and river spins our burnished, glistening thread;
Singing at old Greylock's saddle, guarding Chatham's glistening sand,
Through Chocorua's shadowed portal, stealing into Northern land.
Old New England, knit and woven — list ye, all who would be heard,
Night and day we guard our treasure — Spirit of the Spoken Word.

Toil of loom and clack of shuttle, spark of forge and golden field,
Over all our spirit watches, never shall that spirit yield;
Love and sorrow, voice of gladness, hearts that ache and hearts that thrill,
Linked and bound with loving fetters — ours to guard, and guard we will.

Old Nantucket, peaceful haven, caught and woven under tide,
Far Penobscot winding seaward — pleasantly thy waters glide;
Fair of valley, green of hill, brave Vermont, our hearts to thee,
In thy mountains grew the spirit, strong to guide and clear to see;
Close and fast in loving service all are bound who will be served,
Ever spinning, every weaving — Spirit of the Spoken Word.

*Toil of loom and clack of shuttle, spark of forge and golden field,
Over all our spirit watches, never shall that spirit yield;
Love and sorrow, voice of gladness, hearts that ache and hearts that thrill,
Linked and bound with loving fetters — ours to guard, and guard we will.*

— By HARRY J. WHITAKER,
Boston Toll Traffic Manager.