

Telephone Topics



February

1921

To-morrow

By Edgar A. Guest

He was going to be all that a mortal should be,
To-morrow.

No one should be kinder or braver than he,
To-morrow.

A friend who was troubled and weary he knew,
Who'd be glad of a lift and who needed it, too;
On him he would call and see what he could do
To-morrow.

Each morning he stacked up the letters he'd write
To-morrow.

And thought of the folks he would fill with delight
To-morrow.

It was too bad, indeed, he was busy to-day,
And hadn't a minute to stop on his way;
More time he would have to give others, he'd say,
To-morrow.

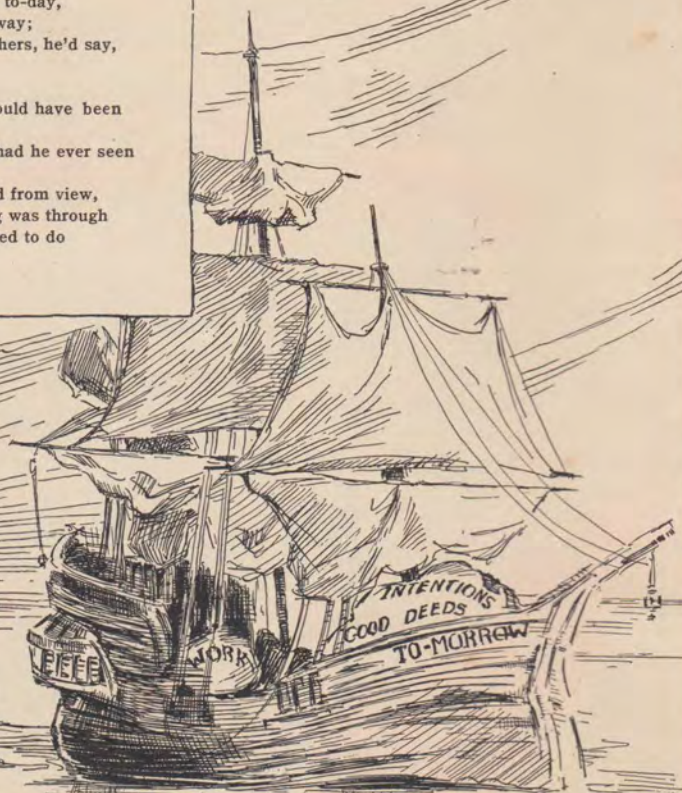
The greatest of workers this man would have been
To-morrow.

The world would have known him, had he ever seen
To-morrow.

But the fact is he died, and he faded from view,
And all that he left here when living was through
Was a mountain of things he intended to do
To-morrow.



Harry O. Brown



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



IF Mrs. Vail and the directors of the American Telephone and Telegraph Company could hear some of the comments that have come to us with reference to the announcement regarding the T. N. Vail Memorial Fund they would be gratified at their decision. Instead of projecting a memorial in marble and bronze, they have planned something that will live forever in the hearts of men and women and focus their thoughts on that great ideal of Mr. Vail, — service to the public. Our General Manager has sent out a notice requesting that all such instances of conspicuous service by telephone employees in the territory of the New England and Providence companies and their subsidiaries during the year 1920 be forwarded to him without delay, in order that he may transmit them for the consideration of the Committee of Award for these companies. Every supervisory employee should interest himself or herself at once, in order that no deserving action shall be unreported. The awards will be made within the next two months, therefore there is no time to be lost. The committee has not attempted to define too closely the types of special service it desires submitted for consideration, lest it thereby inadvertently exclude some that should be recognized. Broadly speaking, it seems to be desirous of considering not so much what might be called acts of heroism as acts of intelligent and effective service to or in behalf of the public or in behalf of one's fellow-workers. In other words, it interprets the memorial as something to inspire clear thinking, prompt action, and service accomplishment rather than personal bravery.

* * * * *

During the year 1920 our Company installed a total of 146,000 stations and made a net gain of 61,500, which is 20% better than the record of any previous year. We are all entitled to feel tolerably proud at such a showing. We couldn't get all the materials we wanted, but we seem to have gotten considerable and to have made pretty

good use of them. The Plant Department certainly has something to show for its year's work, and the fact that the Traffic standing is where it is shows that the Traffic Department, notwithstanding shortages affecting switchboards, must have worked at high efficiency to take on that additional number of stations without diluting service efficiency. As a talking point for Commercial men these figures are eloquent.

* * * * *

The *Saturday Evening Post* for January 8 has an article entitled, "How Is Your Approach?" that is worth the careful reading of telephone people. Wilbur Hall, the author, is one of the best-known of American writers on business subjects, and the fact that it is from his pen gives it additional importance and value. The article endeavors to analyze the "approach" of a business house whose affairs are not going just right — its "approach" being its various forms of contact with the public,—its catalogue, its letters, its salesmen, and its telephone service.

"Telephone service!" bristles the owner of the business under discussion. "I might be able to sit still and listen to you on the other three subjects, but my telephone operator has been with me fifteen years, and she knows my business better than I do."

"I don't remember anything particularly about your operator, but I will grant anything you say. I am talking about the attention my telephonic inquiries receive at your place."

Then he comes to the point of his argument, as follows:

"How many agreeable and friendly voices do you hear over the telephone, Mr. Simons, when you first call a number — before you give your own name or state your business? To put it another way, how many salesmen or business men would you do business with if they greeted you face to face the way they greet you at the end of the telephone line? And that is only part of my point. If you will stop to give it a moment's consideration it may occur to you, as it has many times to me, that one clerk or salesman in a hundred realizes

that to-day telephone is almost a more vital approach to customers than salesmen are. To show you that I'm not talking altogether at random about your business I will risk an experiment."

A call is put in for the business house, and the connection is established. What follows is then stated:

When Wiley was connected with the Simons company he asked for the plumbing department. Then, "Plumbing Department?"

"Uh-huh!"

"This is the Evergood Food Products Corporation."

"Uh-huh!. Whad'ye want?"

"Have you any of that nickel-finish, one-and-a-half-inch pipe that you had a few weeks back?"

"Wait a minute."

Wiley waited. So did President Simons. At the end of a long minute the clerk at the other end of the line came on again.

"Did you say inch nickel-plated?"

"No, I said inch and a half."

"How much do you want?"

"I don't want any right now. I want to find out how much I could get from you if I decided to put in an order."

"Say, what're you doing — kidding me? Wait a minute."

Again Wiley waited, but this time not for long. President Simons banged up his receiver with a short oath growled under his breath.

"S'nough for me!" he snapped. "Hang up that 'phone and go on and expand your lecture. Is that the sort of thing you were talking about?"

Wiley returned the telephone to its place and sat down again.

"That's the general idea," he said. "If I had gone to your salesroom to ask about that pipe that salesman would have treated me as well as though I had come to spend a million dollars. But there is something about the telephone that makes men revert to type and monosyllables."

* * * * *

The writer has put his finger on one of the weak spots of a good many businesses. Other efforts to attract trade may be beyond criticism, every other "approach" may be carefully supervised, but the telephone approach may be via an office boy who devotes to the job such portions of his time as he can spare from other tasks. Or the answering of telephone calls may be left to the newest girl clerk, and again be a minor incident of her clerical job. In business institutions of any size, there is a growing disposition to recognize the importance of the telephone "approach" and to put in charge of the telephone a trained operator who knows not merely the technical side of the job, but, in addition, the value of courtesy and the importance of the mental impression resulting from a telephone call. Incidentally, she has a good general knowledge of the business and the business heads, so that if the caller has to be referred to some one else, the reference is made promptly and intelligently.

* * * * *

Just between us, — How do you answer your telephone calls? Don't get mad, now. This is no accusation — just a question. Do you answer as if answering was a nuisance, or do you answer as if answering in the spirit of service was a part of

your job that you liked to do? Example is better than precept. It would be awkward if some of us were preaching this sort of thing to the public and the public, in calling some of our departments, found us weak along the very lines we are criticizing.

Dr. Jewett Talks to Telephone Society

AT a joint meeting of the Boston Section, American Institute of Electrical Engineers, and the Telephone Society, held in Chipman Hall, Boston, on January 11, Dr. Frank B. Jewett, chief engineer of the Western Electric Company, was the speaker. His subject was Wireless Telephony.

The subject of Wireless Telephony is one of not only great interest but also great importance. Recent rapid developments in the generation of continuous-wave alternating current at high frequencies and improvements in the control and modulation of these waves has raised wireless telephony from the experimental stage of a relatively few years ago to the practical possibilities of commercial service at the present time. It is not expected that it will supplant other methods of communication any more than the telegraph supplanted letter writing, but will find a valuable place of its own, fitting into and extending present systems. For communication between aeroplane squadrons it is invaluable, while it greatly extends the scope of inter-ship communication. It is also interesting to note that the characteristics of submarine cables have so far defied the problem of transmission of speech, while experimental trials of wireless telephony have proven that it is possible to establish transoceanic communication of speech by that method.

The Boston Section of the American Institute of Electrical Engineers and the Telephone Society were therefore very fortunate in obtaining Dr. Jewett as a speaker, since he is recognized as one of the world's foremost experts on this subject, and has had a great deal to do with its development. Those who have heard Dr. Jewett vouch for the fact that he has the gift of expressing his ideas succinctly and clearly, so that those not in detailed touch with wireless developments of the last few years had no fear of the subject-matter being incomprehensible. Dr. Jewett talked of the present status of the science, describing various methods or systems in use, and discussed some of the possibilities to be looked for in the future.

Money Not Always Money

ON December 27, a lady called New York from a North Adams public telephone. When the deposit of \$1.35 was asked for, the operator got the signal for only 35 cents, and asked for a dollar more. The lady said that it was a dollar bill and she had laid it on top of the box.

After a brief explanation, the desired signals were received and the connection completed.

Humanizing the Job

BY W. B. BRIGHAM, Acting Division Superintendent of Traffic, Metropolitan Division

DOUBTLESS it has occurred to you that this business in which we are engaged is one of the most human enterprises of the present day. We handle in the Metropolitan Division alone upwards of one and one-half million of calls daily, each involving human speech and human relations of various kinds, made possible through the medium of a telephone-operating force totaling more than 4,000 young women employees.

With a job steeped in human relations such as this, the necessity of "humanizing" it, or, as Webster defines it, adapting it to human nature, may not be altogether apparent; but in that respect let us consider that some human jobs of to-day, and possibly more of yesterday, are and have been, in at least some sense, handled a bit mechanically.

We have well engineered plans for facilitating our operating, in the shape of an operating practice.

This practice is the guide, or chart, or compass, the following of which aids us materially in moving our "talk trains" and bringing them safely over our direct trunks or through our switching points to their terminal stations. In this connection, however, the maximum number of these talk trains that can arrive at their terminal stations on time is dependent not alone on following our rules and regulations as defined in this operating practice but through, and perhaps to a larger extent than might appear on the surface, the amount of *personal or human service* that is injected into the science of telephone operation.

We have many established phrases to facilitate our work, but these break down discouragingly when they are used with the wrong inflection or even mechanically. Our tone and manner radiate our personality. This is but one illustration of where the human side of our human business comes in or should come in.

Ours is a public service, and our duty towards our passengers who are paying their way is of first-rate importance. While accuracy and speed are certainly factors that must enter into the providing of first-class telephone service, of greater importance still, and the fundamental element of all, must be *that human feature*, COURTESY. We

vitaly need the courteous coöperation of the public to satisfactorily run our job.

Realizing that we must have the *whole-hearted co-operation of our public* if friction is to be minimized and the maximum result obtained, how are we to go about to get such assistance? We have real-



SCORE ONE

ized, I believe, that this has to be a reciprocal relation, and if what we give is reflected, then our measure should be running over with courtesy. This degree of courtesy, combined with reasonable accuracy and sufficient speed, cannot but make a public happy to some extent, which in turn has something to do with contentment, and contentment has, of course, much to do with coöperation. It has been well said that "without contentment there can be no coöperation toward or with any corporation." Methods creating the sort of result we all desire must be adopted that will not be dependent on luck, chance, or good-fortune, but will be a dead certainty.

Let us trace the genesis of this coöperation we must receive from our customers if we are to be successful. Is it not induced in part from our relations with each other as individuals? Here we are, in this division, a family of some five thousand employees, all working together toward the



THE THREE GRACES

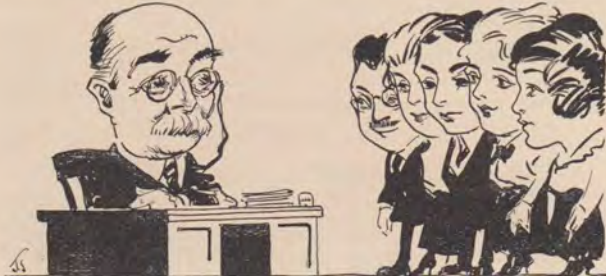
same end, — that of serving and serving well. *We cannot do our best, can we, unless we are happy and contented?*

What makes for happiness and contentment in our individual lives? Is it not to some extent a



W. B. BRIGHAM

state of mind? — or, if we were to be more scientific, we should probably use the phrase “a psychological condition.” Right here it should be admitted that *we ourselves are to a large extent the creators of our state of mind*, the makers of our own contentment. We have it within our power in



WHICH ONE WILL I PROMOTE?

dealing with our coworkers, with our superiors, or with our subordinates, as well as with the public, to improve our opportunities and work out our proposition with the sort of team play that cannot but produce contentment, which in itself makes some measure of coöperation. Therefore, in some degree, we have our own destinies in our own hands, and in working out our destinies we should not forget the tremendous part the state of mind must play in the ease and degree of achievement.

In humanizing our job we must adapt it to human nature, and we have a great deal of human nature with which to deal. *We must be expert in our particular line.* We are in the sales business, and must practice the methods of the successful merchant.

Courtesy the Watchword

Allowing that the most successful merchant in making sales and more sales, what else have we in common? The successful merchant of course has *courtesy* in his business, and it is made the *watchword* not only between the employee and the public but among all employees, even to tone and manner. All in his business are out to sell his goods against keen competition, and all are ever studying the business and always endeavoring to adopt methods that must induce compliment instead of complaint. Ours as well as his must be a *genuine, not a mechanical* variety. It must breathe of sincerity. How is genuine courtesy created in his business? It is produced only through contentment, the contentment that comes from liking one's job better than any other job, from doing a full day's work and effecting as nearly a one hundred per cent accomplishment as is possible.

Those who are on his pay-rolls selected this merchant among all other merchants as the one for whom they would like to work. The merchant made a careful selection among the candidates applying. They are all, therefore, prospective high-grade specialists. With this foundation, the *development to the high-grade sales force* in his par-

ticular business is facilitated. A training more or less intensive in the fundamentals of his business is obtained. This involves work, and hard work; but that is expected in his business.

Making Work a Pleasure

With the work, however, the successful sales force has ways of *making work a pleasure.* One method is to reason out the “why” of everything. For example, why get on the job on time? Because it is unfair to the public, to their coworkers, to the boss, and to themselves especially, to be tardy. Things are liable to go wrong all day from a delayed start of fifteen minutes. One cannot be quite so happy with a poor record as with a good one, and it is all a matter of starting, which depends upon proper planning. A man who chased an electric car hard and fast but didn't get it, and returned to the corner to wait for the next car, was asked by a friend why he did not run faster and overtake the fleeting car. “I ran fast enough, more than fast enough,” was the answer, “but I did not start soon enough.” The successful sales force believe in starting the day on time. “Well begun is half done,” they say.

Another method the successful sales force has for getting pleasure out of their chosen work is in *keeping interested in meeting and overcoming every situation* that arises. This can be assisted in some degree through development of vision, the art of always looking ahead. They know that the art of looking ahead is not developed wholly by what can be seen through the eye, but more particularly by what can be visualized with the use of the mind.

It is said that *where there is no vision the people perish.* All of us, of course, have horizons, but they differ in length.

Teamwork and coöperation among all employees within departments and between departments, are fully developed with the sales force of this successful merchant. Teamwork that doesn't connect, or that *almost* connects, is recognized as being not particularly useful in business. Like an electrical circuit with the fuse blown, it will only *almost work.*



THE VOICE WITH A SMILE

The sales force of this successful merchant *will not allow themselves to “go to the mat”* over trifles, in their dealings among themselves or with the public. It is reported that an unsuccessful merchant lost the business of one customer, alone

amounting to fifty thousand dollars a year, because one of his sales force disputed an infinitely small claim for replacement of goods which were alleged by that customer to have been damaged in transit.

Says the poet —

"When Time, life's adviser,
Has made you much wiser,
You won't be so quick with the blow.
You won't be so willing
To fight for a shilling,
And change a good friend to a foe."

The successful sales force make suggestions for the better handling of their assignments. These suggestions are worked upon and developed. The successful sales force show appreciation, and are shown appreciation when deserved, — a first-class tonic for incentive and greater achievement. They realize that they, to no inconsiderable extent, are the creators of their own environment.

What are some of the *methods employed by the merchant* in making his business successful? First, he knows his individual employees and classifies them — the first and most important class representing *those closely approaching one hundred per cent initiative*. It comprises those self-propelling individuals, the ones who require little or no supervision — the most valuable class of all — the class to which promotion is sure to come. The second class, — *those who have to be told once* and can then go ahead without supervision. The third class, — *those who have to be told once and supervised* and then can do it; and a very small fourth class, — *those who not only have to be told once but supervised, and then don't do it*.

He takes some degree of personal pride in getting his individual employees in the first class, or as near the first class as possible. They usually start in the third or fourth class, but climb rapidly. He talks with his employees relative to promotion, and endeavors to *create within each individual the desire to climb*, which he recognizes has something to do with the final results in his business.

The "Why" of a Supervisory Employee

The successful merchant exercises great *care in selecting for promotion positions*. He knows that if those in these authoritative places have not managing ability they are unhappy, and those under them are unhappy as well. He realizes that the "why" of a supervisory employee is the making it easier to get work done; something that assists mightily in harmonizing and synchronizing individual effort toward bringing about a maximum of accomplishment. He develops a pride in each and every one that creates incentive, which in turn boosts sales, revenue, minimizes leaks of all sorts and brings genuine approval and commendation from the public served.

The successful merchant has his business run on a *definite program basis*, — an orderly, systematic method of maintaining first-class service, of making good service better, and of detecting and correcting causes of developed troubles, the adoption of

methods that as nearly as possible always anticipate and discount the future. He realizes that to have this definite program proposition function thoroughly and scientifically, the mind, not the eye, should, like a telescope focused on a distant object, be able to bring the future so near to the present as to be viewed and "reviewed" by the normal mind.

The successful merchant gets all of the "*can't be done*," *chance*, and *luck attitude* out of his sales force and makes them so positive and confident from the business training he has given them as to make the success of his business a certainty. The personal interest and human touch are prevalent in his service. He makes everything right, and never allows a customer to go away with a grudge or a logical feeling of injustice, and this is carried out with his employees. He has confidence in the general public he serves and in his sales force, which has much to do in bringing about genuine contentment. In other words, he injects the science of, if we are to perhaps coin a word, "*humanization*" into the job.

Do Your Best

It has been said that *there never was a job so well done but that it could be better done*, and if that is so there may be an opportunity for us as individuals in our vocation — that of the telephone business, and particularly the Traffic Department — of making our individual proposition run even more smoothly if we will *consider ourselves as a sales force and as merchants* in the greatest selling and most human proposition of to-day, — a unique business that always has a tremendous stock in trade and yet clears its counters at least once in twenty-four hours, starting with new goods each morning.

Lecture Season Successful

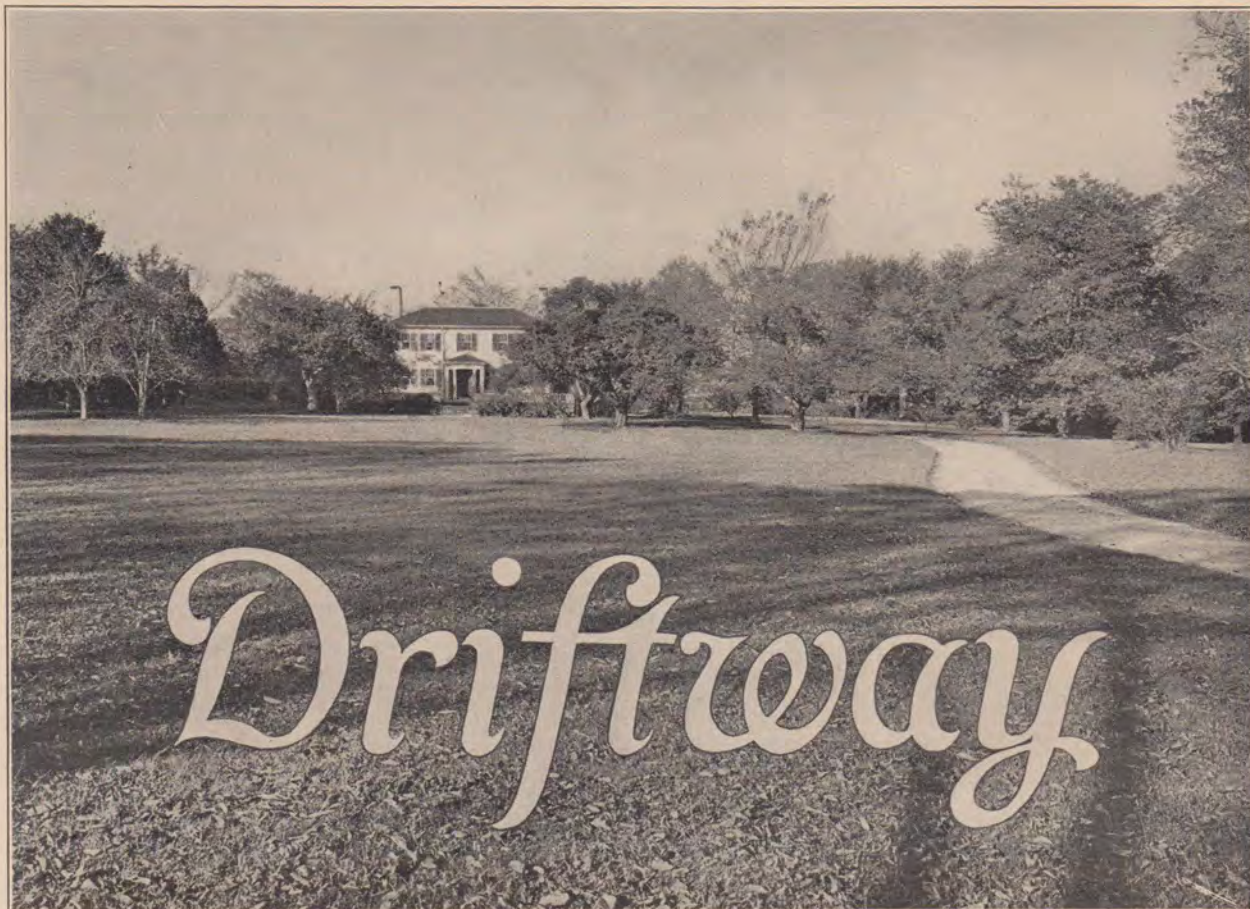
WE are having a very successful lecture season, having already booked about 150 lectures.

The reports from our Commercial managers, who deliver the lectures, indicate that audiences are always interested in our story of the telephone, illustrated by the stereopticon and motion pictures. We frequently obtain future bookings from persons present who wish to have lectures given before associations of which they are members. This is another evidence that the lectures are well received.

Almost every employee of the Company is connected with some religious or fraternal organization, and can be of assistance in securing opportunities for telling the public about our business and thereby cultivate friendly public relations.

These lectures may generally be arranged upon request and without charge.

Requests should be made to local managers, or to C. F. West, lecture manager, 50 Oliver Street, Boston.



EDITORIAL NOTE. — “Why don’t you publish something in TOPICS about Driftway?” asked Miss Van Tassel. “Why don’t you write something?” we countered. “If it will interest employees, we’ll publish it; that’s the main purpose of TELEPHONE TOPICS.” Thereupon she submitted the following mighty interesting article and several attractive photographs, from which we made the accompanying illustrations.

A YEAR-ROUND country estate, especially intended and adapted for vacation use but furnishing opportunity for the enjoyment of outdoor and country life during all seasons, is in the proud possession of the Boston Telephone Operators’ Union, whose membership comprises the operating force of the Boston Metropolitan Division.”

Driftway is located at Scituate, twenty-six miles from Boston, and consists of a fine old colonial house, quaint in its rambling architecture and beautiful in its simplicity, surrounded by wide lawns, abundant orchard and shade trees, and with extensive acreage of upland and meadowland.

The estate was purchased by the Union in August, and its acquisition represents the realization of a dream long cherished. The home was opened on Labor Day for an informal tea, reception, and inspection, and during the day many hundreds of members and guests, among the latter Mr. and Mrs. Jones, Mr. Driver, Mr. and Mrs. Bowen, and Mr. and Mrs. Brigham, visited and admired the house

and grounds. The lawns and gardens were at their best on that day, particularly the charming old-fashioned garden of phlox and hollyhocks and others of the sweet-smelling varieties like grandmothers used to grow, and which somehow no hothouse blooms ever successfully imitate.

No time at Driftway could be more charming than September’s “bright blue weather,” and the Union plans to hold “Open House” each year on Labor Day, and cordially invites its telephone friends to drop in on that day, an invitation which will be more seasonably repeated in TOPICS.

Since the Labor Day opening, during the various fall holidays and for week-ends, the house has been used and enjoyed immensely. Scituate is a happy combination of seashore and country, and so Driftway lends itself admirably to the purposes which it is to serve, — a summer vacation house and an all-season’s country house, with the opportunity to enjoy all the fun of outdoor life, whatever the weather, and the assurance of warmth and comfort and convenience indoors.

As a vacation spot the advantages of Scituate scarce need to be enumerated. The beaches at Scituate, four of them, are famous; the boating is the best on the South Shore. Fishing is more than a sport at Scituate, it is an industry at which many of the villagers make their living. Three cliffs rise out of the sea, crowned with pretty homes of the artists and writers who come to Scituate each summer, attracted by its simple and natural beauty. Every sport that the seashore provides is available at Scituate, and Driftway is equipped to meet all vacation tastes. For the strenuous, the sea and all outdoors, and tennis in the backyard. For those who like to laze and idle away in happy ease the precious fourteen days, a cool, quiet, inviting house, spacious piazzas, shaded lawns, a hammock in a quiet nook under a tree with a book, and only the call to meals to break in on the sylvan quietude. Driftway is in sight of the sea. Our land is on the four corners, and at high tide a venturesome little tidal river intrudes itself into our marshland.

Driftway Close to Scituate Harbor

The village of Scituate Harbor is only a few minutes from Driftway, — in sight of the house, in fact. It has the usual village attractions in the way of post office, fine little library, exceptionally good ice-cream parlor, and a large modern bowling alley. No one who knows and loves Scituate — and one condition inevitably follows the other — would forgive me for calling anything about Scituate usual, particularly its village street lingering along at the very edge of the ocean. A very good harbor is there, and hopes are entertained that the Plymouth or Nantasket boat will make Scituate a port of call next summer. A dance pavilion on the water is also among the probabilities.

Attractive as Driftway may be as a vacation house, it will fulfill only a small part of its mission unless it can be useful and enjoyable at all seasons. The Indian summer has its own appeal; and the holidays and week-ends of September and October ought to be popular, especially if the harvest moon lives up to its reputation.

Winter at Driftway

A snowstorm in the city means to our practical workaday minds delayed transportation to-day and slushy mud to-morrow. In the country it means a beautiful white blanket over the earth's winter bareness, snowy icicles shining on the trees, winter as the artist likes to picture it and as nature probably intended it should be in the original scheme of things. But to us telephone operators in the city the falling snow is lots more apt to inspire a soliloquy on whether or not we'll draw a tardiness suspension out of this snowstorm or not. And, to prove that snowstorms really have another use, there's Scituate and snow with an altogether different meaning for days off and Saturdays and Sundays. The winter outdoor sports become more

and more popular each year, and snowshoeing, sleighing, tobogganing, skiing, skating, and all the sports that snow and Jack Frost make possible will be on the list at Driftway — sounds as though it got its name in a sizable snowstorm, doesn't it?

And, speaking of snow and ice and winter outdoors, it might be not untimely to mention the indoors and the degree of cheer and warmth and comfort it affords when the outdoors tires. Built on the sturdy lines of its period, the house is so well constructed as to make heating a comparatively simple matter. The six fireplaces have been used so far this winter for their decorative purposes only, the two furnaces supplying all the heat needed. The fireplaces are of the old-fashioned kind, with plenty of log-room, which would never admit any kinship to the modern apartment house aperture in the wall, known as a fireplace. Having been a private country estate for some years, Driftway has been kept in excellent repair and condition. It has four bathrooms, and the living- and bed-room arrangement is entirely desirable for its present use.

All the Comforts of Home and Then Some

All this for the utility of the house, which is equaled if not outranked by the beauty and attractiveness of the house. Two large living-rooms, a dining-room the width of the house, and an enormous kitchen with all the facilities for the preparation and care of food, and three bedrooms, are on the first floor. The spaciousness of the house is enhanced by the wide terraces on three sides of the house, inlaid with brick, as are the floors of the dining-room and the living-rooms. These terrace-piazzas are adaptable for many purposes. As the dining-room opens directly off two of them, one on each side, they could be readily used as out-door dining-rooms in the summer. They completely surround three sides of the house, thus making a very creditable dancing arrangement. The entrance to the house is quaint and impressive, with a real old colonial staircase leading upwards from the hall. On the right of the hall is the library and writing-room. This room has a generous fireplace and is furnished in colonial style. The cranes in the fireplace are adorned with old iron pots, and ship pictures over the fireplace, while old pewter platters and mugs on the mantel add to the atmosphere. A high-backed settle of old design, an antique writing-desk, with tables and chairs of the colonial period, give this room a quiet dignity in keeping with the character of the house. The walls are lined with shelves, and a library is being rapidly acquired.

Plenty of Music and Mirth

The room on the left of the front entrance is designed as a combination music, living and lounging room and is furnished with big, comfortable chairs and a cushioned davenport suggestive of easy comfort. This room also has a fireplace. Music and mirth can be enjoyed to the full in this



A CORNER OF THE SPACIOUS LIVING-ROOM AT DRIFTWAY

room, piano and victrola furnishing the music. A charming outlook on the garden is another of the attractions of this room. The dining-room opens off both living-rooms. It is a beautiful room, of spacious size, with the two side terraces adding to its appearance of roominess. The beautiful garden, flowering from May to October, is in full view from the dining-room on one side, and through the windows on the other side one sees the rambler roses over the terrace-roof, the cedar hedge, and the winding road to the street shaded by fine old elms. The bedrooms, both down stairs and up, are large, airy and comfortable in every way, providing splendid facilities for housing large numbers of girls at all seasons.

The grounds around the house are perhaps its best asset. It is situated on a cross-road corner, is set well back from the road, and surrounded with beautiful sloping lawns with plenty of trees and gardens. Back of the house are many acres of good farm land; and lots of the operators plan to do a little "farmeretting" next season. A tennis court will be laid out as soon as the weather permits in the spring. The estate boasts plenty of opportunity for honest-to-goodness farming. There are cow and chicken houses on the grounds, and a

complete set of farming tools and equipment. We are keeping a few chickens already, — the feathered variety (no pun intended). An automobile and carriage house of fine architecture and in excellent condition will probably be converted into a bungalow. The extensive land provides limitless possibilities for meeting the housing needs, and the Union will probably do some further building in the spring.

One of the best points about Driftway is its accessibility to the city. Train service is good, and the fare moderate. Dozens of truck and automobile parties from the various exchanges have been held at the house with complete success, the automobiles meeting the girls at their respective exchanges, driving to Scituate, where supper is served. The evening can then be spent in any form of amusement that suggests itself, and the journey home made in comfort and security. Week-ends and all-day Sunday trips have also been popular. Furthermore, the house will fill a long appreciated need when, for reasonable rates, members of the Union convalescing from illness will be furnished, in proper surroundings, quiet, care, and the best of food. The Union has under contemplation at this time a plan to provide greatly

reduced rates for convalescents who are not ill enough to require medical care, but for whom the invigorating sea air and quiet at Scituate would be most valuable. A competent and experienced house director is in charge of the house at all times.

The management of the affairs of the house is in the hands of an executive house committee of seven members. A general house committee is now being organized. It will be large enough to be representative of the entire membership, and it is probable that every exchange will have one member on this committee. The general committee, being closest to the membership, will be able to plan entertainment and devise opportunities for the further use and enjoyment of the house by the entire membership. This committee will also set the rates and initiate all projects in connection with the house. The executive house committee will act as the administrators, and will carry into execution the decisions of the general committee. It goes without saying that every effort will be made to make the house project realize big dividends in the way of health, happiness, and enjoyment to the members of the Union. It has of course been necessary, particularly during the holiday season, to seek a subsidy from the Union for the maintenance of the house. The general plan, however, is to eventually make the house a self-supporting, coöperative enterprise, with the very lowest rates consistent with the excellent food and generally fine character of the accommodations furnished. It has all the elements for a successful experiment in coöperation, and its development and progress may be watched with interest by every one concerned with that form of human endeavor.

Mr. Feeney Made Chairman of the Employees' Benefit Fund Committee

THOMAS J. FEENEY, assistant to the President, has been appointed on the Employees' Benefit Fund Committee to succeed Vice-President Longley, who resigned because of pressure of other duties, and has been elected its chairman. The other members of the committee are George H. Dresser, general superintendent of plant; L. N. Whitney, general commercial superintendent; B. J. Bowen, general superintendent of traffic, and George R. Grant, general attorney.

Rifle Club News

THE annual Christmas turkey shoot, which is looked forward to by the members each year, was held at the indoor range, Thursday evening, December 23. The winners were as follows: E. S. Rice, first; W. G. Smith, second, and W. R. Long, third prize.

The election of officers for the year 1921 was held Thursday evening, January 13, and the

following officers elected: President, Warren H. Reid; Vice-President, Eugene S. Rice; Secretary, W. G. Smith; Treasurer, W. R. Long; executive officer, J. S. McCullough.

The next merchandise shoot will be held at the indoor range, Monday evening, February 7, and will begin at 7.30. These matches have proved so popular that it is intended to hold one each month until the outdoor season begins. Great interest is being shown by the members in the indoor qualifications, especially by a few who are trying to better the score of 196, made by E. S. Rice last season.

Boston Directory Set in New Style

THE Boston directory recently issued is different from any previous directory issued by our Company.

The principal changes are, printing the first three letters of every Greater Boston exchange name in Gothic capitals, which are separated by a space from the rest of the name, establishing four new central office names, and changing the names of four others.

This has been done in order that telephone users may become accustomed to the new style of directory listings which are necessary for the introduction of the machine-switching system in one Boston exchange early in 1922.

In the operation of the new apparatus it will only be necessary for subscribers to revolve the dial on the instrument for each of the first three letters in an exchange name and for each digit in the number desired.

Potts & Harding, Milk Wholesale, Retail. MAL den 1660
 Pouff Vertune P, r, 14 Park.WAL tham 622-W
 Pouillon Edw F M, r, 88 Edson.DOR chr 695-R
 Poulin Edmond M, r.BRO klin 1494
 Poulis Bros, Fruit, 267 Harvard.BRO klin 1866
 Poulos Geo P, r, 186 Pearl.CHE lsea 1359-W
 Poulson Harper W, Stationer, 284 Boyl. BAC k Bay 5421
 Poultridge Wm E, r.SOM ryle 2927-M
 Pound Roscoe, r.BEL mont 107-M
 Pounder Thomas G, r, 34 Chester rd. BEL mont 854-J
 Pounder William F, r, 430 Common. BEL mont 1218-W
 Pounder Wm Jr, r, 77 St Andrew rd. EAS t Bos 1028-W
 Pountney W H, r, 106 Magnolia.ROX bury 4090-W
 Poupee Louis J, r, 106 Belvidere.COP ley 4043-J
 Pousland Elizabeth C Miss, r.CAM brge 5711-M
 Poutas A J, Granite, Marble Monuments. WAL tham 435-M
 Poutas Charles A, r, Weston.WAL tham 1472-W
 Poutas Edward J, r, 67 Lawrence.WAL tham 1905-W
 Poutre Edward, r, 475 Shawmut av.BAC k Bay 4952
 Pow John P, r, 58 Montebello rd.JAM alca 1737-M

Because some of these three-letter codes will conflict if all of the present exchange names are continued, it has been necessary to change Bellevue to Parkway, Newton South to Center Newton, Newton West to West Newton, and Winthrop to Ocean. The new exchange names Copley, Bowdoin, Blackstone, and Dewey have been assigned to party-line subscribers in Back Bay, Haymarket, Richmond, and Beach respectively. Other changes in exchange names will be made in future issues of the directory.

The issue of the new directory is over 320,000 copies, each book containing 648 pages.

First Aid — Wounds (Continued)

By EDWIN W. BULLOCK, M.D.

IN our last article I stated that wounds were divided into three classes, and then described the treatment of wounds in general with special reference to the incised wound.

Class B — The Contused Wound

Contused wounds are often of a very severe type, and are usually caused by machinery, automobile or railroad accidents. The flesh is torn and bruised, and often the structures under the skin are extensively damaged, muscles being torn, bones broken, blood vessels and nerves injured.

Remember that there is great danger of subsequent blood poisoning in this class of wounds, for dirt and pus germs will get into little pockets in the wound and start trouble, and for this reason alone the injured person needs careful attention from the doctor.

In many cases we do not have as severe bleeding from a contused as from an incised wound, due to the fact that the blood vessels are not cut, but are torn and crushed, and the blood hardens or clots more quickly in the torn vessel and checks the hemorrhage. But the wound must be closely watched until the doctor arrives, for after a time the blood clot may soften and be dislodged from the injured blood vessel, causing what is known as a secondary hemorrhage, which may lead to very serious results and possibly death.

The shock in these cases is usually very severe and requires prompt treatment. The first thing to do is to stop bleeding by applying a tourniquet above the injury, then paint around the wound with iodine, apply a sterile dressing and bandage.

Remember that it is very important to keep the injured part warm in order to retain all the bodily heat possible, and if it is necessary to move the person or there is any delay in getting a doctor, after you have dressed the wound, be sure and wrap the leg or arm in warm cloths, a blanket or your coats, in order to retain the bodily heat. Stimulate freely if necessary — treat shock.

Class C — Punctured Wounds

The wound extends more or less deeply into the tissues of the body, while the opening in the skin is relatively small, and there is great danger that dirt or small pieces of clothing have been driven into the bottom of the wound and will cause trouble. These wounds require a doctor's attention at once, for it is often necessary to enlarge the opening of the wound and make sure it is absolutely clean.

In case the bleeding is not severe, paint the wound with iodine, put a sterile pad of gauze or cloth over the opening in the skin, and hold in place with two or more strips of plaster or a bandage. In case there is severe bleeding from the wound, then tear some narrow strips of cotton or linen cloth or

gauze, wet them with iodine and plug them firmly into the wound, put a pad over the wound and hustle to the doctor for further treatment.

Punctured wounds of the bottom of the foot, caused by stepping on nails or tacks, are very common and often result seriously.

Remember that it makes no difference whether the nail is clean or rusty, either will cause trouble.

I recommend the following treatment in this case: Go home at once, soak the hand or foot in hot creolin and water (thirty drops of creolin to one pint of water) for at least one-half hour, then dry with a clean cloth or towel, apply iodine and be sure and get plenty of iodine into the wound, put on a sterile dressing and stay quietly at home for from two to three days, keeping off the foot. When you go back to work be sure and keep a clean dressing on the wound until entirely healed.

Remember that the dye in your stocking is often poisonous and may get into the wound and cause trouble. After twenty-four hours, if the wound is still swollen and painful, see a doctor, have the wound enlarged and thoroughly cleaned, then remain under the doctor's care until healed.

Bullets make punctured wounds, requiring the same treatment as outlined above. Do not try to locate or dislodge the bullet by poking around in the wound with a knitting-needle, hairpin, knife, or probe. This is a doctor's job, and often he will wait until the exact location of the bullet can be determined by the X-ray. Bullet wounds have often been infected by a dirty probe, which has caused blood poisoning and death.

Wounds of the eye require prompt attention from a doctor, and a sterile pad over the eye held in place by a bandage around the head is all the first aid necessary in such cases.

Sometimes the eye is badly injured by a piece of metal or a splinter of wood which penetrates the eyeball. In this case do not attempt to get the splinter out of the eye, for you may do more harm than good.

The best treatment is to pull back the eyelids and pour plenty of castor oil or olive oil into the eye. Then put a pad wet in cold water over the eye, hold in place with a bandage around the head, and get the injured man to the doctor as quickly as possible.

In the case of a wound of the scalp it is always a good plan to cut the hair back at least one-half inch from the edges of the wound. If this is not done the hair and blood will harden or clot in the wound, which will have to be re-opened and cleaned when the doctor comes.

Abdominal Wounds

In severe wounds of the abdomen, especially after severe knife or dagger cuts, the intestines may

come out through the wound and be exposed to the air. Remember that in such cases the walls of the intestines rapidly become dry, and keep them continually covered with cloths which have been wet in a solution of hot water and salt (one teaspoonful of salt to one pint of water) until the doctor comes.

Do not neglect bites from the teeth of animals of any sort, and remember that a bite from the teeth of a human being is the most dangerous of all. Decomposed food will get into the wound from the teeth; blood poisoning and lockjaw (tetanus) will result. The wound should be thoroughly cauterized with carbolic or nitric acid, and then treated as a poisoned wound until healed.

Remember that the Fourth of July wound made by a blank cartridge or a firecracker is very liable to go wrong and needs careful attention from a doctor. If neglected, blood poison, tetanus, and death may result.

Remember that the germ of tetanus develops in the manure pile of the barnyard or stable; it flourishes in highly fertilized soil, and lurks in filth of every description, — so use extra care in wounds received in such surroundings.

In Memoriam

PRESIDENT JONES recently sent to the next of kin of those employees of our Company who died in the service a beautiful enlarged photograph of the Memorial Tablet that is in our headquarters building, 50 Oliver Street, Boston. Accompanying each photograph was the following letter from Mr. Jones:

"The New England Telephone and Telegraph Company has placed in its principal building a memorial tablet to its employees who served in the World War, and has inscribed thereon the names of those who made the supreme sacrifice. Among these names is that of your [name and relationship of deceased].

"May the accompanying photograph remind you that the Company shares in your pride and sorrow."

An Interesting Statement

A STATISTICIAN for the Chicago Telephone Company finds that use of the telephone in the city saves 28,750,000,000 minutes of time daily of the city's inhabitants.

If the telephone calls in Chicago for one day were one continuous call it would consume twelve years. There are 9,000 girl operators. The 1,922,000 miles of wire in use would encompass the earth at the equator 76 times. The increase in wire mileage last year alone was 66,000 miles. If the wire, the greater part of which is underground, were collected in one pile it would form a bulk more than twice the size of the federal building, eight stories high.

To duplicate telephone service in United States by human agencies would take 3,422,440 messenger boys. There are 30,800,000 telephone calls completed every day. Assuming one boy could complete message delivery in one hour, or 9 a day,

averaging up trips for long-distance service, and there are 4,601,753 boys between ten and fourteen years, 75% would have to drop out of school. — *Boston News Bureau.*

Achievement that Counts

OH, it's fun to go a-swimming,
Or a-fishing on the pond;
To camp out in the woods that skirt the
shore:

There's a thrill in climbing mountains,
And of motoring we're fond,
But sport alone gets tame without a chore.

For there's something kind of cheering
In the joy that goes with work;
We feel that we've a part in life's great plan,
And our pleasure's all the keener
If our duty we don't shirk —

It's achievement, after all, that makes the man.

— *A. L. T. Cummings.*

Roy Means Draws the Boss

"WANT to see a good drawing?" was the question the editor received, the other day, when he answered his telephone.

"Indeed I do," was the reply; for the editor appreciates art because he sees so little of it in his office associates. (Cruel words, indeed!)

"Come down to the Treasurer's office," commanded the voice at the other end of the wire; and that's just what the editor did.

What he saw is reproduced here. It is none other than a pen drawing of our genial Treasurer, Mr. Balch, and the picture was drawn by a member of his own force, Roy Means, of the paymaster's office.



It represents the Treasurer as he really is, a smiling, affable, and courteous gentleman. We'll say Roy did a good job on his first contribution to TELEPHONE TOPICS, and if it were before July 1 some years ago, we would say, "Here's a go that we may have more like it."

Military Funeral for Frank Wilkins

THE body of Frank W. Wilkins, the first Laconia, N. H., boy to die overseas in the World War, and at the time of his death master signal electrician of D Company of the 401st Telegraph Battalion, was buried with full military honors in Laconia on Sunday, January 9.

Frank W. Wilkins served as master electrician, Company D, 401st Telegraph Battalion, which was organized among the employees of the New England Telephone and Telegraph Company. He entered the service early after the country declared war, and he died of accident at Limoges, France, May 22, 1918, and was buried near that town. The body was recently disinterred and brought to this country.



THE CASKET FLAG-DRAPED AT THE CHURCH SERVICES

The funeral services were in charge of the Frank W. Wilkins Post of the American Legion, named in honor of the deceased soldier, and were attended by the members of the Legion, Mayor Mitchell and members of the Laconia City Government, a delegation from Company D, of the 401st Telegraph Battalion, in which Wilkins served overseas, a delegation of the employees of the New England Telephone and Telegraph Company of Boston, and the officers and employees of the Laconia office of the Central New Hampshire Telephone Company.

Delegation from the 401st Attended Funeral

The funeral cortège formed at the headquarters of Frank W. Wilkins Post at one o'clock, as follows: Laconia City Band, Sergt. William Riley, drum major; Company E of the New Hampshire State Guard, Capt. Ross L. Piper acting as escort; members of the 401st Telegraph Battalion employees of the New England Telegraph and Telephone Company and the Laconia office of the Central New Hampshire Telephone Company; Gen. Edmund Tetley camp, United Spanish War Veterans; Martin A. Haynes camp, Sons of Veterans; Grand Army Veterans, Lake City Fife and Drum Corps, Frank W. Wilkins Post, No. 1, of the American Legion, Joseph Killourhy, commander.

At the head of the American Legion Post, the

American Legion flag was carried by Clinton Elkins, with Miss Anna Lockerby and Miss Catherine Roach, who served as nurses during the World War, acting as color guard.

March was taken up to the chapel at the cemetery, where the casket, covered by the American flag, was placed on a caisson drawn by four black horses, escorted to the church, followed by the relatives. The bearers were Major L. W. Abbott, of the 401st Battalion; Sergt. C. W. Buzzell, C. F. Maher, and Arthur Guay, of Frank W. Wilkins Post; Manager Henry T. Turner, of the Laconia office of the Central New Hampshire Telephone Company; R. L. Sheppard, of the Boston office of the New England installation department; Harry Davenport, and Charles A. Miller, brother-in-law.



PART OF THE FUNERAL CORTEGE

At the church the service was in charge of the pastor, Rev. James N. Seaver, who paid a high tribute to the departed soldier.

The Methodist Church ladies' quartet, Mrs. Nellie M. Cox, Miss Edna Wood, Miss Edna Kidder, and Miss Ethel Kidder, sang "Nearer, my God, to Thee" and "Lead, Kindly Light."

Salute and Taps at the Grave

From the church the cortège marched to the Union Cemetery, where a salute was fired by Company E of the State Guard, and taps were sounded by Master James Darling.

The floral offering included a pillow from father and mother, Mr. and Mrs. Russell T. Wilkins; another from sister, Mrs. Charles A. Miller; large set piece from Frank W. Wilkins Post of the American Legion, a reproduction of the Legion emblem; "Gates Ajar," from citizens of the city; garland of roses and pinks from the 401st Battalion; garland of red, white, and blue made of roses, pinks, and violets, from the officers and employees of the New England Telephone and Telegraph Company; wreath from the First Methodist Church.

At the head of the casket, as it rested in front of the pulpit in the church, was a picture of Wilkins, over which was a gold star, and at the head of the casket was an American flag.



Associate Editors

FRANCIS A. MAHAN, Plant, 245 State Street

NED C. LOUD, Traffic, 125 Milk Street

WILLIAM V. GORMLEY, Commercial, 245 State Street

New Cable-Splicing Foreman



WALTER R. SAWYER

WALTER R. SAWYER, of the Metropolitan Division, has been appointed cable-splicing foreman in this division.

He entered the service as a helper in the division foreman's department, April 26, 1910; was made a splicer in October, 1910, and head splicer, July, 1914.

He assumes his new duties with the best wishes of all his associates and with the knowledge of all that he will make good.

Main Operator Praised

AGAIN our good friend, Edward A. Costello, of the *Boston Globe*, pauses in his busy life of a newspaperman to take time to commend the work of Miss Marion Gilmartin, a Main operator. Recently, Mr. Costello sent the following to General Manager Driver:

"Just a few lines to say a good word for Main operator No. 128, who works all night on the newspaper board.

"In the small hours of morning, when a good story breaks, a newspaper man relies mostly on the telephone as a means of obtaining the story for the morning edition. In many instances, I have had the opportunity to call for service from this operator, and have never been disappointed in her work.

"I will add that at those times a reporter is not always in the best of humor, and it is most encouraging to be able to place a call with a pleasant operator, with whom you know you will receive satisfaction.

"It is only last night that, through her constant efforts, I was able to receive a story from a party, which would have otherwise been very difficult to obtain."

Commercial Notes

PUBLIC Office Manager Charles M. White has just rounded out his twenty-seventh year with our Company.

Our lecture program is keeping some of our commercial managers busy, and recently illustrated lectures were given by Commercial Manager Tol-

man to the Box 52 Associates and to the Young Men's Club of the Unitarian Church, Boston. The Young Women's Community Club of Quincy listened to Commercial Manager Scott as he explained some of the intricate workings of the telephone system. Commercial Manager Cahoon lectured to the members of the Roxbury High School Class of Salesmanship. The Linden Improvement Association of Malden listened to a lecture by Commercial Manager Cushman. A lecture by Commercial Manager Tapley was given to the members of the Golden Rule Brotherhood Men's Club, at Waltham. Commercial Manager Farr lectured to the Columbus Tyler Chapter of the First Church of Somerville.

The real Christmas spirit pervaded the commercial offices at 245 State Street, and through the efforts of the employees many were made happy. A committee headed by Miss Margaret Little provided baskets of fruit and confectionery and other dainty morsels for the boys who are now convalescing at the government hospitals as a result of the late war. Dan Lynch and Fred Porter acted as chauffeurs for the party in the distributing of baskets. The South Suburban employees contributed generously to the Salvation Army. With Central District Manager Weinheimer as the guiding spirit, the employees of his district helped to wrap the packages that were distributed by the *Boston Post* Santa Claus on Christmas day. The employees of the Coin Box Department and the Central District gave very generously to the *Post* Christmas Fund.

On the afternoon before Christmas the Commercial employees enjoyed the annual celebration. It was a kind of reunion, as it was the first time since the West Suburban District moved to Brighton that all the employees were gathered together.

Through the efforts of Commercial Manager Hirshon the Steinert Piano Company loaned us a piano for the day. The chairman of the committee, Mr. John J. Doherty, arranged a very pleasing entertainment. General Commercial Superintendent L. N. Whitney and Division Commercial Superintendent H. H. Carter very appropriately addressed the gathering, and our President, Matt B. Jones, dropped in as the festivities were at their height. The orchestra was composed of employees of the Commercial Department, — Miss Anna Flemming at the piano, Mr. Henry Ridgeway, violin; Mr. Waldo Cutler, flute and piccolo; Mr. Frank Moriarty, 'cello; Herbert Weisner,

drums and traps, and Ralph Johnson, cornet. Mr. George Scanlan rendered piano solos, and vocal selections were given by Miss Leahy, Miss Allen, Mr. Alexander, Mr. Cutler, and Mr. Tousignant. Community singing and dancing followed, and the celebration was brought to a close by Mr. Johnson giving a cornet solo, "A Perfect Day."

Subscribers Visit Back Bay

AT the invitation of Commercial Manager Alexander, a group of twenty employees from Wetmore-Savage Company visited the Back Bay exchange on January 10, 1921. Mr. Alexander was assisted by Traffic Representative T. H. Andrews, Chief Operator Miss M. A. Horgan, Assistant Chief Operators Miss E. A. Gately and Miss E. Whalen, in showing the visitors the workings of the exchange. They expressed themselves as highly pleased with their visit, and particularly with the facilities provided for our operators,—the lunch room, the rest room, and the general businesslike appearance and efficiency of our operating force.

Wetmore-Savage Company do a large telephone business, having P.B.X. service with 8 trunk lines, 27 stations, and 2 tie trunks. We believe the results of the visit will be of benefit to all concerned.

New Plant Ratings

THE following men have obtained ratings by examination: Frank L. Weldon, lineman; Horatio E. Richards, lineman; Thomas L. Glynn, Grade B, C. O. repairman; Harold V. Hogg,

Grade B, C. O. repairman; Harold E. Rice, Grade A, C. O. installer; Maurice J. Kiley, Grade A, S. S. installer; George W. Harris, Grade A, S. S. installer; Harold Lougee, Grade A, S. S. repairman; Ray L. Greenall, Grade C, S. S. installer.

Patent Not Applied For

"IKE" DENNISON built a house, recently, and boasted that the stairs were so arranged that it was impossible to fall down them.

When he went down to tend the furnace, recently, he fell and broke his wrist.

We are glad to report that he did no further damage, and the wrist has healed, but he has decided not to apply for a patent on the stairs.

Harry Thayer Commended

HARRY C. THAYER was commended by Superintendent Leonard, of Division 1 of the Boston Elevated Railway Company, who sent the following letter to the Company:

"It gives me great pleasure to write you commending the work that was done by your man, Mr. Thayer, he doing the almost impossible, and taking care of us in every way, shape, and manner, having no interruption in the service whatsoever, and in fact surprising all of those concerned, that they could come in Monday morning and pick up the business where it was left off in the old building; and I wish to commend him for all the work that he has done, especially this, that on the shifting of the switchboards at various times,—and I have seen a great many shifted,—we were without service from a half to one hour, but on this occasion Mr. Thayer had two trunk lines connected with temporary boxes and stands to the outside public lines before the board was cut off in the old building, this assuring us of an uninterrupted service."



EMPLOYEES OF THE WETMORE-SAVAGE COMPANY WHO VISITED BACK BAY RECENTLY ON THE INVITATION OF COMMERCIAL MANAGER ALEXANDER, AND SOME OF OUR BACK BAY STAFF

Death of James E. Connors

THE hand of death has again reached out and taken from our ranks one who served with us since 1911.



JAMES E. CONNORS

James E. Connors entered the service on October 5, 1911, and was continuously in the employ of the Company until the time of his death on November 9, 1920, except for a period during the war, when he enlisted in the Navy as an electrician, first class.

Always conscientious and willing, Mr. Connors made many friends wherever he worked, and it is with great regret that his many friends learned of his death.

We wish to extend our sincere sympathy to his family.

A Good Beginning for the New Year

AN emergency sickness install was received verbally by the Dorchester unit wire chief from the Commercial Department, New Year's morning.

By appointment, Wire Chief Daly and Commercial Manager Tracey met at the Unit Office at 10.30 A.M. A perusal of the block plans and records showed no cable facilities but revealed a two-party line with two Class B subscribers, one of whom lived in the apartment house where the new service was wanted. The commercial order supervisor, Mr. Cummings, was advised, and arrangements were made to change them to four-party service. Installer W. J. Powers, who lived on the same street, was called at 11.00 A.M. and was glad to help. An instrument was obtained at the stockroom and service established at 12.00 M., to the great relief of the subscriber.

Metropolitan Division Changes

THE following assignments of wire chiefs has been made in the Metropolitan Division: Stanley W. Ingalls, from Malden, to acting wire chief at Cambridge.

John J. Hyland, from Chelsea, to acting wire chief at Malden.

Austin S. Hale, from Waltham, to acting wire chief at Chelsea.

Edward A. Richardson, from line testman at Malden to acting wire chief at Waltham.

Traffic Promotions — Somerville District

MISS BEATRICE E. HAMALL, from operator to junior supervisor, Arlington.

Miss Harriet Hodge, from operator to junior supervisor, Arlington.

Miss Mary M. Maguire, from operator to junior supervisor, Arlington.

Miss Margaret M. Sullivan, from junior supervisor to supervisor, Belmont.

Newton North's Desk Operator Married

MARY M. O'BRIEN, of the Newton North exchange, was married recently to Mr. Joseph K. Brewer, of Watertown.

Miss O'Brien entered our employ as an operator July 23, 1900, remaining in this position until March, 1910, when she was appointed senior operator. In October, 1910, she was promoted to local supervisor.



THE BRIDE

February 15, 1920, Miss O'Brien took the position of desk operator at Newton North.

On the day Miss O'Brien resigned she was pleasantly surprised by the employees of the Newton North exchange, who had decorated her desk, and presented her with a large bouquet of chrysanthemums and a sum of gold.

Proof of Miss O'Brien's efficiency in this work has been shown by the many subscribers who have inquired for her since her departure, and have expressed their regrets and congratulations.

Revere Operators Aid Needy Children

THE operators at the Revere exchange brought happiness and Christmas joy to the hearts of five hundred little needy children, at their Christmas party in the City Hall, a few days before Christmas, which was one of the most successful charitable events of the holiday season.

A beautifully decorated and electrically illuminated tree stood on the stage, and each child was presented with clothing, candy, fruit, and toys. Amos Prentiss, of the exchange staff, was Santa Claus, and he looked after the needs of every "kiddie" present.

The operators worked untiringly to please the little ones, and much credit is due them and Miss Elizabeth Howe, the clerk at the exchange, who headed the committee in charge of the affair.

The guests were Mayor Wadsworth, Fire Chief Kimball, Arthur Ledwith, traffic manager, and his assistants, John Amadon and Melvin Breed, and Miss Mary Flynn, the chief operator at Winthrop.

Following the presentation of gifts, the little ones were served with ice cream and cake by the operators' committee, assisted by Mr. Kelly, the wire chief, and his staff. John I. Hyland, the district wire chief, also assisted.



THE COMMITTEE IN CHARGE AT THE REVERE CHRISTMAS PARTY

Bottom row, left to right: Miss Alice McGunigle, chief operator; Miss Mary Esposito, Miss Kathleen M. Edwards, and Miss Alice Murphy.

Top row, left to right: Miss Marie Touhig, Miss Agnes Downes, and Miss Helen O'Neil.

The operators received the hearty coöperation of the good citizens and merchants of Revere in their excellent work, and derived much pleasure from making the children happy. The expressions of gratitude on the faces of the little ones assured the girls that they had been successful in stopping Santa Claus for many little ones whom he would have overlooked in his great hurry to cover his long journey.

Following the party, the operators presented Miss Alice McGunigle, the chief operator, a silk umbrella, as a Christmas gift.

Miss Elizabeth Howe headed the general com-

mittee, and she had the assistance of the following subcommittees:

Refreshments — Hester MacAdams, chairman; Ethel Francois, Mae Mahoney, Gertrude Bowles, Florence Edwards, Ethel Sweeney, and Gladys Prentiss.

Clothing Distribution — Margaret McCrystal, chairman; Jeanette Keenan, Margaret Coyne, Elizabeth Howe, and Agnes Sullivan.

Children's Committee — Elizabeth Howe and Marion Fitzgerald.

Entertainment Committee — Alice McGunigle, chairman; Frances McCarthy, Celia Leary and Louise Pasquale.

Decorating and Hall — Marie Touhig, chairman; Inez Balboni, Helen O'Neil, Alice Murphy, Catherine Crawford, Mary Esposito, Ethel Kilcourse, Florence Nicolini, and Agnes Downes.

Toy Distribution — May Harrington, chairman; Katherine O'Brine, Anna Barry, Agnes Vesce, Mabel Cowhig, Rose Finley, and Margaret McCrystal.

Filling and Distribution of Stockings — Kathleen M. Edwards, chairman; Molly White, Mae Fitzpatrick, Lillian Prentiss, Marie Bettern, Mae Pisano, and Mary Butler.

Let's Go in Main Exchange

BY ANNA DRISCOLL, Operator, Main Exchange

In our busy office
Stands a certain desk,
And two certain girls
On us make tests.

On some certain sheets
Are mistakes and remarks,
All underlined
With certain red marks.

Misses Sweeney and Henderson
Are the two certain maids
Who daily on errors
Sure make some raids.

We know very well
They are quick and they're keen,
But some certain test sheets
Come back perfectly clean.

But they are for our good,
And perfection is the aim,
With our coöperation
On the top we'll find Main.

Roxbury District Promotions

Roxbury.

ELLEN A. CUNNINGHAM, from operator to junior supervisor.

Alice H. Drew, from junior supervisor to supervisor.

Alice M. Jordan, from operator to junior supervisor.

Alice V. Judge, from operator to junior supervisor.

Teresa M. McCarthy, from operator to junior supervisor.

Ella U. Shaughnessy, from junior supervisor to supervisor.

Columbia Exchange.

Olga H. Kroetzsch, from junior supervisor to supervisor.

Catherine F. O'Donnell, from operator to junior supervisor.

Parkway Exchange.

Hannah T. Hulbig, from operator to junior supervisor.

Christmas Cheer by Met. Div. Operators

THIS year, the operators of our exchanges decided upon a new and highly commendable method of celebrating Christmas. Instead of making presents to each other and to the Traffic heads, as has been the custom in past years, funds were started everywhere which brought real Christmas cheer to many needy families in Boston. At the Main exchange, a committee composed of the Misses Mary Sullivan, Katherine Ducey, Catherine Costello, Marjorie McCarthy, Bessie Legendre, Katherine Sweeney, Mae Cadigan, Mae Sweeney, Margaret Mulvey, Mary Reilley, Mary Harkins, Mary Hurley and Winifred Fitzgerald, headed by Miss Brennan, the chief operator, and the Misses Gertrude Gilmartin, Catherine Golden, and Mary Dolber, junior chief operators, visited

deserving homes and learned of the particular wants in each case. The operators contributed over \$225, and many of the girls also brought in clothing, toys, and books. This assisted the committee so materially that fully 38 families were able to enjoy a real Christmas which, but for the splendid spirit of the Main girls, would have been but a vague dream. There were over 80 children in these families, who received underwear and other necessary clothing, besides the much welcome toys and candy. In commenting on the work done, Miss Brennan, the chief operator, said that "the spirit shown by the girls has been wonderful," and it certainly takes little imagination to find such spirit in the altruistic endeavors of Main.

The Toll operators, too, set about collecting funds, and after the returns of the committee of hustlers were totaled, it was found that the admirable sum of \$350 had been reached. This money was then judiciously distributed to several families and a number of charitable institutions. While this was going on, the Misses Elsie Wolloff and Anna Sheerin, who, it will be remembered, served with the American Expeditionary Forces in

France, got busy and started a movement to fix up Christmas boxes for the unfortunate ones who were still disabled from the effects of the war. The results of this splendid spirit were fully 160 boxes which were sent to the shell-shock hospital at West Roxbury, and a similar institution at Norfolk. Merely to say that these boxes were appreciated would be but inadequately expressing the sentiments felt and expressed in the many letters received by the Toll girls.

It would almost seem that Toll outdid itself. Not satisfied with making these gifts, the girls conspired to entertain the recipients of them. On January 8 the big party took place at West Roxbury, and if we believe what one little "junior" told us, then the entertainment at this "cider and cigarette" party, which Miss Wol-



THE COMMITTEE OF TOLL GIRLS AND A FEW OF THE MANY BOXES THEY SENT TO THE WOUNDED AND SICK SOLDIERS

loff and her able assistants provided for, was a real one in every sense of the word.

Fort Hill and the Official 50 board, not to be outdone, also appointed a committee, consisting of the Misses Beatrice Kenneally, Marguerite Mayo, Mae Jolley, Mary O'Rourke, and Kathryn S. Garvin, the chief operator, and \$190 was realized from the results of their activities. This money was devoted solely to bringing joy to the little children in various institutions. Not satisfied with this, collection boxes for the Post's Santa Fund, St. Vincent's Orphan Asylum, and the Parker Hill Hospital, were placed around the operating room, and to these again the operators contributed generously. "Charity begins at home" is also one of the slogans of Fort Hill, and while it didn't begin at home, the operators who were out ill at the time will vouch that it certainly ended there. Gold pieces and boxes of candy were sent to these girls. The committee also had the names of several destitute families on their list, and for their benefit a special collection was taken up.

Whoever contends that "Christmas spirit" in all its glory was not evident in Room 306, 125 Milk

Street, the quarters of the central information order clerks, simply failed to get a glimpse at the cheery and artistic arrangement of the Christmas-tree, which was laden with gifts for all. Mr. W. B. Brigham and Mr. N. C. Loud were among the guests that admired the efforts of the clerical force.

After the celebration, the tree with all its decorations, some toys, and a large and substantial Christmas dinner, were sent to the Children's Aid Society, to be given to a needy family. Miss Cornelia Huntington, a supervisor of that society, wrote to Miss Divoll, who headed the committee: "Everything eventually reached the dear family in Charlestown. They were indeed surprised and most grateful for your lovely gifts. For once, I am sure, there was ample food for all, thanks to you and the kind generosity of the dear girls of Branch 135."

At the Beach exchange, Miss M. J. Hogan, the chief operator, appointed Mrs. Doyle and the Misses Woods, Sullivan, O'Keeffe, Benson, Collins, and Rogers, to raise the necessary means for bringing the spirit of Christmas into worthy and needy homes. With very little effort, over one hundred dollars was raised. This the committee distributed as follows: \$50 to five boys at the Parker Hill Hospital; \$20 to a poor family; \$18 to the *Post's* Santa Fund; \$20 for candy sent to the old folks at St. Joseph's Home.

The Back Bay operators, as in past years, undertook to do something for people less fortunate than they. After reading the many sad letters in the *Post*, the committee got busy at once, and in less than twenty-four hours, \$125 was collected. Miss Elizabeth O'Brien then got in touch with the *Post* and obtained the names of four worthy families, and together with Miss Hazel Young each case was investigated to determine what would be appropriate for Christmas gifts. In that way, real assistance was rendered to these deserving families.

The operators of the Reading exchange decided to devote the money they would have spent on a Christmas party, in making the holidays a bit more cheerful for the patients of the North Reading Sanatorium. They invested in tobacco and candy for the men, and dolls, largely the handiwork of the operators, were sent to the girls.

The Quincy District exchanges did their "bit" toward cheering up the disabled soldiers with Christmas boxes. Miss Elizabeth G. Hunter, who is traffic inspector for the district, voluntarily went among the employees in these exchanges and collected for this purpose the sum of \$33. This was later presented to the Hospital Committee of the Back Bay Post of the American Legion.

It was discovered that there were several talented young ladies in the Quincy offices who were very glad to offer their services for concerts given at the various military hospitals, and we hear that the Dorchester office in particular was represented in a number of entertainments recently.

Several offices, instead of doing independent charity work, listened to the appeal of agencies

whose good work is known to us all. Dedham contributed generously to the Salvation Army of "doughnut" fame; while Lexington, Arlington, and Jamaica supported the *Post's* Santa Fund. Arlington also collected funds in a "mite box," the money from which was devoted to foreign missions. Cambridge operators took up a collection for the YD men who had to spend Christmas in the hospital. At Somerville, over \$70 was contributed by the operators for a charitable society. The Stoneham girls heard of a woman in poor circumstances and promptly assisted her. The Winchester and Woburn operators got together when they heard of a young girl known to many of them and who had spent many months in a sanatorium, and sent her \$35 with their wishes for a speedy recovery. At Hyde Park the operators sent donations to foreign missions, and also helped a local organization, the "Ladies' Aid," in providing Christmas dinners for the poor and needy.

All this gives us some idea at least—for all of the good work could not possibly be related here—of the splendid spirit of our operating forces in thinking of those not quite as fortunate as they. The letters of appreciation that came in from all sources were legion, and we could publish a whole book of them if it were necessary. But, after all, while we all feel intensely satisfied at being able to afford so much relief, this work had another important consequence, and that is that it made the Christmas of the givers and the active participants in the distribution of the gifts a much happier one, even though each one was able to help but in a small way. It certainly is an uplifting thought to think of how many stopped for a minute regarding their own personal wants and desires, to turn to the assistance of their fellows and instill the real spirit of Christmas and brotherhood into their hearts.

Military Secret No. 10,001

ONE of the foremost correspondents of the war wrote intimate stories of life in the A. E. F. while sojourning at the National Press Club in Washington. One day his heart-throb stuff had taken longer than usual, so long that he was in peril of missing a dinner engagement.



Dashing over to the telephone, he demanded: "What time is it?"

"I'm sorry, but we have not been allowed to give the time since the war started," replied a sweet voice.

"Oh, these military secrets!" groaned the harassed correspondent, hanging up.

—*American Legion Weekly.*



THE PLANT FOLKS AT STATE STREET HAD A REGULAR TIME, DECEMBER 24

Met. Plant Force Celebrate Christmas

IT is well known that peace and good-will pervade the atmosphere on the sixth floor at 245 State Street, where the office force of the division superintendent of plant and some good friends of the Traffic Department make their business home.

The approach of the Christmas season of 1920, however, seemed to call to all in a particular way to give expression to this feeling, and the very enjoyable party held on the afternoon of the day before Christmas was the result.

Promptly at 12.00 noon, the merrymakers were called to the tables by Bill Hadley, where they were served with a dainty lunch by four of the daintiest of maidens, — Mary Fanning, Hazel Currier, Dorothy Gooding, and Helen Luden, while Teddy Simpson and Elmer Southwick poured the *café noir*.

The lunch, with its enjoyable small talk and witty remarks, was soon over, as all were looking forward with happy anticipation to the entertainment which was to follow under the able direction of our fellow-worker, Eddie Histen.

Glad indeed were all to hear from our good friend and superior, Mr. McCoy, the kindly words which gave expression to the pleasure he felt in being with us at our first Christmas party. Mr. Jones, Mr. Dresser, and Mr. Feeney, although disclaiming their intention of making a speech, also took this opportunity of wishing to all the season's greetings.

The numbers on the program which followed were of such a conspicuously high order that it was difficult to determine whether the more enjoy-

ment was felt in listening to the numbers themselves or in the feeling of pride that filled us all at the skill of our coworkers. A baritone solo by Dan Coughlan, with May Connolly accompanying, was liberally applauded. Pierce Donovan gave a touch of vaudeville to the entertainment, with his clever step dancing. The euphonium solo by Bill Lund was well received. Bill Cummings coaxed the ivories to accompany him in a bit of piano talk that pleased every one. Later, Bill with friend Taylor enlivened the affair with a dialogue that made a hit with all. Not the least pleasing was the costume dance of Elsie Simons, the little daughter of Frank Simons, who tripped gracefully before the tree to the accompaniment of May Connolly's playing. The solo by Dan McGrath, who had a pleasing tenor voice, carried the audience back to the days of Chauncey Alcott.

Now the audience was stirred by the entrance of good old Santa Claus in the person of Charlie Ames, who with his little boy, Bill Flynn, from their store of gifts made each of the gathering happy in turn. All were required to display their gifts before leaving Santa's presence, for the amusement of their friends.

Sounds from the piano indicated that the dancing was about to begin. The attention of all was turned to Charlie McGee, who out of the fullness of a generous nature had induced his musical friends to furnish music for the dancing. There were waltzes and two-steps, old- and new-fashioned dances, so that the young and those with renewed youth enjoyed themselves as never before.

From the first taste of coffee to the last step of the dance, the first Christmas party of the division superintendent's office was voted a grand success, and all agreed the Merry Christmas to come could hardly be merrier than the day before.

Following is a list of those who by their interest and enthusiasm made the party possible:

Misses Hazel Currier, Mary Fanning, Margaret Daly, Anna Hetherington, Katherine Desmond, Esther Cronin, Anna Lawler, Blanche Davis, Lulu Crowley, Marguerite Thornton, Jennie Weisberg, Noretta Hart, Elizabeth Cronin, and Dorothy Gooding; C. H. McGee, W. J. Hadley, T. H. Simpson, E. Histen, C. E. Ames, John O'Brien, Wilmer Dunbar, Pierce Donovan, M. J. Fox, T. Taylor, Wm. Flynn, J. W. Woodward, Ernest Atwood, Wm. Driscoll, Elmer Southwick, C. S. Regan, and W. J. Lund.

Metropolitan Division Traffic Changes

FRANCES H. MADDEN, from junior supervisor to supervisor, Arlington; Edna G. Adams, from local operator to junior supervisor, Winthrop; Margaret M. McDonald, from local operator to junior supervisor, East Boston; Helen J. Glynn, from desk operator to supervising clerk, Jamaica; Alice M. Quirk, from junior supervisor to supervisor, Jamaica; Anna G. Moran, from junior supervisor to supervisor, Jamaica; Gertrude M. Clausen, from local operator to junior supervisor, Jamaica; Sarah W. Connor, from local operator to junior supervisor, Jamaica; Anna M. Sullivan, from local operator to junior supervisor, Jamaica.

We Give Service, But —

ONE of the Dorchester repairmen had a queer trouble, one day last week. He got an order from the testboard to repair a grounded two-party line in the Franklin Park section of Dorchester. He called at the W party and made a test at the protectors. He found one mica missing from the carbons, causing a solid ground. Upon investigation he found that the man of the house had bought his wife a present of an electric iron, and he thought the protectors, which were in the kitchen right near the place where the subscriber usually did the family ironing, were an electric socket, so he tried to screw the plug into it. In doing so he lost one of the micas. The trouble man afterwards found the elusive mica on the floor, and explained the protectors' use to the subscriber. Wallace E. Tipton was the hero (?) of this little tale.

What Next?

ASUBSCRIBER, speaking very poor English, advised us of the fact that his telephone was "out of fix." It was rather hard to ascertain just what his difficulties were, but after much interrogation we learned that according to his story the trouble man had been at his station and informed the subscriber he would be back again, as the instrument needed some *new ropes*.



" PERFECT COÖPERATION "

Mr. Sodergren's force of Plant men and John Crosby's force of Traffic folks had a party that was just fine, on Christmas Eve.

Fort Hill Girls' Perfect Service

DID you ask why this group of girls is featured in TOPICS this month? There is an interesting story back of that picture.

"We have been trying very hard to maintain a good grade of service in the Fort Hill exchange," said Miss Garvin, Fort Hill chief operator. "To stimulate the interest of all, we had a banner made of blue ribbon. This banner was promised to the division which would give the best grade of service for three months running.

"The race was on. Division 3 'A' board had an average of 95.8 for September, October, and November. During the month of December the banner floated over that division.

"On one of the days in the early part of December, Mr. Cox, our hustling editor, came through the exchange with a party of commercial clerks. One thing which caught their eye Mr. Cox could not explain. He questioned the assistant chief



FORT HILL'S BADGE WINNERS

operator as to the meaning of the blue banner that he saw on the 'A' and 'B' boards.

"The assistant chief operator was very glad to explain that it meant that the best grade of service was given by Division 3 'A' board and Division 3 'B' board for a period of three successive months.

"He immediately saw a way where he thought he could help us, and made the suggestion that if any division could hold that banner for two successive months he would gladly put their pictures in TOPICS.

"We passed the word around to the different supervisors in the office, and each made a resolution that her division would have the first picture. Division 3 had the banner and kept it, its rating for October, November, and December being the highest rating of any of the divisions.

"They were ready to face the camera, and called upon Mr. Cox to take the picture, which he very willingly did. The girls are Frances Van

Tassel, supervisor, center; Louise Binda, left; Dorothy Silva, right. Second row: Helen Punch, Beatrice McCarthy, Mary Horgan, Elizabeth Mahoney, Helen Spencer, junior supervisor, and Mary Vickery."

Who's Next?

THE first three were by Mary E. Doherty, exchange observer, Dorchester. The one about Jamaica was written by Miss M. A. Mulkeen, a Jamaica operator. Let's have some more.

Do and dare, keep pressing on,
Our motto, and we strive
Right well indeed to set the pace.
Come, line up in our drive!
How can we fail to reach the goal?
Each one must do her part.
Success will then our effort crown,
'Twill gladden every heart.
Easy? Ah, no; but come, begin,
Resolve to-day to work and win!

Mountain-high our goal we place;
It towers in the air;
Like a beacon light it draws us on
To heights we all can share.
Our courage is undaunted, too;
No task too hard for us to do.

Success, we're told, lies over the hill;
Only the workers find it there.
Useless it is to sit and dream
The idle dreams that end in air.
How can we waste our precious hours
(For time we know goes on apace)?
Better by far than idle dreams,
Our fixed desire to win the race.
So now each day is one more chance
To mount the ladder of success;
Our part to make each day worth while,
Nor let our courage e'er grow less.

J Is for JACKS to be tested with care,
A Is for ANSWERS, we must not let glare.
M Is for MULTIPLE, each operator can reach.
A Is for ACCURACY, supervisors must teach.
I Is INFORMATION, kept busy all year.
C Is CHIEF OPERATOR, we'll cheer.
A Is for ALWAYS, by ONE HUNDRED or near.

Put them all together, they spell JAMAICA,
Which means SERVICE FIRST throughout the
NEW YEAR.

Tough Luck!

ONE of our troublemen, upon entering a house, received the following complaint:

"Ah! Mister; this thing makes me so mad! Sometimes I put that talking-thing to my ear and it don't listen, and sometimes I speak to it, and it don't talk. What's the matter, ain't it?"



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

New Plant Supervisor

THERE are a whole lot of telephone people outside the Springfield District who will recognize this picture as that of L. V. Gillis, familiarly known as "Gil."

As noted elsewhere, Mr. Gillis is now plant supervisor of the Northampton area.



L. V. GILLIS

An employee of the Company since May, 1901, when he broke in as a ground man under Foreman McIsaac at Ipswich, Mass., he has been a telephone man for nearly twenty years.

He rose steadily in the Plant Department until November, 1906, when he was drafted by the Commercial Department from his then position of foreman of maintenance at Salem and appointed man-

ager at Southbridge, Mass.

In June, 1909, Division Plant Superintendent R. H. Keller thought "Gil" would be a fine chief clerk, "which he did" (as Benny says in his diary).

Northampton District Established

TO more closely coordinate plant activities within the area, as well as on account of the unnatural association of the Greenfield area with that of the Pittsfield District, as it was previously constituted, a new area was established on January 1, 1921.

The new area, to be known as Northampton, on account of the location of its headquarters, is made up of the Greenfield area, from the Pittsfield District, comprising the exchanges of Greenfield, Turners Falls, Northfield, Bernardston, and South Deerfield; and the Northampton area, from the Springfield District, made up of the exchanges of Northampton, Easthampton, Amherst, Belcherstown, Enfield, Cummington, Worthington, Chesterfield, and Williamsburg.

Charles E. Lyons Promoted

TO fill the vacancy caused by the promotion of L. V. Gillis to plant supervisor at Northampton, Mr. Charles Lyons, installation foreman at Springfield, has been appointed acting district foreman of the Springfield District.



CHARLES E. LYONS
(Photo by Louis Fabian Bachrach)

Mr. Lyons entered the employ of the Company as a ground man in April, 1903, at Springfield, where he has been ever since. Rising steadily, he has been through the mill of experience, as he has been lineman, installer, loop team foreman, testman, head lineman, head installer and installation foreman, where he remained until his present promotion

to acting district foreman.

We Apologize, Miss Donovan

EVEN in the best of well regulated editorial sanctums mistakes will happen. And one happened to the editor of TELEPHONE TOPICS last month. In "making up" the Western Division section the editor inadvertently placed the wrong cut with the story of Miss Donovan's promotion to the position of toll chief operator, Springfield.



MAE I. DONOVAN

Miss Donovan's picture is reproduced here, and the editor tells the world that he apologizes most profusely for his error. The young lady whose picture we used by mistake last month was Miss Bernice Wilbur, recently appointed chief

operator in Wellesley of the Metropolitan Division.

Christmas Party at Springfield

A VERY "MERRY" Christmas party was held by the girls of the Western Division clerical force in Springfield, Tuesday evening, December 14, on the fifth floor of the new building. The room was prettily trimmed with Christmas decorations, and through the kindness of Mr. Chapman, district traffic chief in Springfield, the piano from the operators' rest room was moved to the fifth floor for the occasion, and the girls were allowed the use of the restaurant for the bountiful feast prepared by the girls themselves.

The party was in the form of a masquerade party, the girls all appearing in fancy costume,



A FEW OF THE STARS AT SPRINGFIELD

and it may be said they ranged "from the sublime to the ridiculous." Beautiful señoritas, Yama-Yama girls, Scotch lassies and farmerettes danced with Sis Hopkins, tough guys, a prize fighter and a pirate, and all agreed it was the best time ever!

A grand march was held, and prizes of the Woolworth variety were offered for the funniest costumes, Miss Mabel Simonds being judge, and there was no trouble in awarding the grand prize to Mrs. Kathryne G. Merrigan, who appeared in a costume similar to that worn by Jack Johnson under the Cuban sun. Miss Catherine Trant took second prize as Sis Hopkins, and Miss Margaret Connelly was given third prize for being the toughest guy imaginable. Flashlights were taken of the party, but failed to pass the National Board of Censorship. The above picture nevertheless found its way to TOPICS.

Christmas gifts were then exchanged, and the fun and the frolic continued until twelve o'clock.

Christmas Party at Westfield

THE Commercial office at Westfield, Mass., was the scene of a very pretty Christmas party given to twelve children by the operators of the Westfield exchange on December 20, 1920.

The room was prettily decorated, and in each of the windows was a candle. In the center of the room stood a finely decorated tree. Each of the children was given a useful gift, a toy and a stocking filled with candy, nuts, fruit, and popcorn.

Ice cream and cake were served, and victrola selections played for the children. Mrs. Jane Henchey acted as Santa Claus.

After the children had been thoroughly entertained, the operators enjoyed a party of their own. There was a present for each one, and every one came in for a joke. The chief operator, Bertha M. Dodge, was given a genuine surprise when presented with a beautiful boudoir lamp, a gift from the operators.

Refreshments, consisting of salad, cake, coffee, candy, and fruit, ended one of the best times ever, for the girls of the Westfield exchange.



LESLIE RANNEY AND CREW

The above picture is of Leslie Ranney, foreman, and his crew. Stationed at Greenfield, they now work in the Northampton area. C. L. Vaughan says, "What is my loss is Gil's gain."

Appointed Installation Foreman

THE position of installation foreman at Springfield, left vacant by Mr. Lyons being advanced to acting district foreman, was filled by the appointment of Carlos N. Butler, Class A installer and sub-foreman, to that position, with the title of acting installation foreman.

Mr. Butler entered the employ of the Company in July, 1903, at Greenfield, as a member of a floating crew engaged in inside work. He remained with the Company until July, 1906, when he left to go to work for the New York Company at New York, where he remained for a short six months, when the call of New England got to him and he returned to this Company at Springfield in December, 1906, where he has since been stationed and engaged on substation, P.B.X., and central office installations.



CARLOS N. BUTLER

News of Jones's Hobby Spreads

IT may interest Western Division readers to know that the cartoon published in this section in the July issue of TOPICS, entitled "Jonesy Riding his Hobby," was reproduced in the October issue of the *Barrett Trail*, the house organ of the Barrett Manufacturing Company.

Nothing Like Being Sure

ON December 23, at 1.45 A.M., the night operator at Ware, Mass., discovered the room full of smoke, and being unable to locate any cause notified the fire department. On investigation it was found that a bootblack in the basement had lighted a gas stove, placed a pan of water with polishing cloth on to boil, and then went home. The water boiled away and the cloth took fire.

On the Job, Night and Day

ONE Ware, Mass., subscriber, having sickness in his home for the last four months, has had occasion to call central every night, often two and three times, between 11.00 P.M. and 6.00 A.M., and has never but once had to ring twice. He tells the chief operator that he has had wonderful service.

District Foreman's Clerk

FRANCIS CARTY has been appointed clerk to the Springfield district foreman in place of Carl Smith, who went to Northampton with L. V. Gillis.



IN THE GOOD OLD SUMMER TIME
How "Al" Chipman of Springfield gets the wire across.

Promotions for December

L EOMINSTER. Julia E. Lane, junior supervisor to supervisor; Helen Sumonds, operator to junior supervisor.
Worcester "Cedar." Rose V. Barry, operator to junior supervisor.
Worcester "Toll." May S. Smith, junior supervisor to supervisor.
Pittsfield. Marion Hickey, operator to junior supervisor; Mary C. Ryan, operator to junior supervisor.

HENRIETTA: "He put his arm around me five times last night."
 MARGARETTA: "Some arm, I'll say."



S stands for ——— with hair combed flat.
 "DING IT!" he cries, when they come to bat.
 At playing poker with Joker wild,
 He's just a kid(er), not a regular child.

T stands for "Tess." The rest you'll guess,
 If to you here I will confess.
 At giving a party with lots to eat,
 She's a Ch(ri)ef that's hard to beat.

V is for ——— with a cough that's rough.
 Of Coca-Cola he never had enough.
 Huh-lo, huh-lo, with a snap he cries,
 When on the 'phone to get you he tries.

NUMBER SEVEN OF THE GUESSING CONTEST

Guess the last name. Send it to H. S. Holt, New England Telephone and Telegraph Company, Springfield, Mass. A cash prize will be given the winner at the end of the contest.

"There" in an Emergency

THE following letter received by Manager Fuller shows the appreciation of one subscriber for the aid the telephone rendered him at Westfield:

My dear Mr. Fuller,—I wish to thank you and congratulate your employees on account of the efficient service given Mrs. Parker at the time of the recent fire at our house. From the time she removed the receiver until she had the fire department on the line seemed but an instant. It is something for you all to be proud of.

Very truly yours,
(Signed) LEWIS C. PARKER.

Class Work at Worcester

CARL HIGGINS has completed his course of instruction on substation installations. Mr. Higgins took the class through the new handbook very completely, and much benefit was secured by all.

Thomas Sheehan will conduct one lesson on "Prepayment Stations."

Charles Cameron will conduct one lesson on "Drop Wires."

These will be followed by two lessons on substation troubles.

Following this schedule, an outside speaker is to be obtained for address on a subject pertinent to telephone work, after which a course of fifteen lessons on P.B.X. work will be started.

Curious Paul Clears Trouble

BY accident we learn that Paul Marsack, one of the A. T. & T. Co. testboard men at Springfield, sometimes goes out and clears his own trouble.

It seems that on a certain Sunday morning, on testing his circuits preparatory to being relieved by the day man, he found three circuits on the main line west crossed near the Agawam River. After bathing, shaving, and primping in general, preparatory to a dinner party with ———, he found an hour on his hands and was curious enough to trolley over to Agawam to see for himself what the trouble was. Right at the bridge he saw a short length of wire hanging across six wires. By throwing an empty tomato can, he dislodged the trouble maker at the second shot. Calling up from a nearby paystation he found the circuits were clear, and presumably went on his way rejoicing.

Answer to questions: No, she doesn't live in that direction.

New Plant Ratings

THE following men have passed examinations for the ratings shown: Robert W. Calverly, Springfield, lineman; Alfred A. Laverty, Worcester, combination man; Raymond R. Snow, Worcester, combination toll testman; Albert C. Pierce, Worcester, lineman.



FITCHBURG'S FORCE WITH THE "D.T.C."

At Christmas time the Fitchburg operators had a fine time. District Traffic Chief Parker seems to be in right with Santa.



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

Who's Who in Vermont

THIS issue of TOPICS will introduce to a very few of the Telephone employees of Vermont Barron W. Reynolds, foreman. We say a very few, and these few will be those employees who have a short service record, as he is too well known to most of the employees to need an introduction.



BARRON W. REYNOLDS

Mr. Reynolds was born in Lisbon, N. Y., on the bank of the St. Lawrence River, where he received his early education. He often speaks of his childhood days, and can remember how every spring several boat loads of Indians would come down the St. Lawrence River from various islands, to trade with the whites. Mr. Reynolds states that most of the children would run for

their homes as fast as they could when the Indians approached their little village, but that he and one of the other boys would run to meet them and walk proudly into town, each with a feather in his cap which was presented to them.

This lack of fear of the savages was evidently due to the fact that Mr. Reynolds and the other boys probably had a little Indian blood in them.

The islands from whence the Indians came have long since been purchased by wealthy whites for summer homes.

After Mr. Reynolds had worked on his father's farm for a time and had been taught to do hard work, he became restless and began looking around for a softer job. Not considering himself fitted for the ministry, he left home one bright moonlight night in October and landed in Burlington, Vt. The late W. F. Hunt, construction superintendent, who had a keen eye for picking out strong, sober, and intelligent men, ran across him looking up at a telephone pole (Mr. Reynolds never looks down on anything) and gave him a job as groundman working for Foreman H. E. Robbins, commonly called "Budd"; this was in 1894.

It was not long before he became a lineman, and

a little later foreman. Mr. Reynolds has worked for our Company in four different states, Maine, New Hampshire, Vermont, Massachusetts, and in New York, mostly under the supervision of W. F. Hunt, now deceased; M. Hutchins, of Springfield, Mass., and Geo. Parker, of Rutland, Vt. He has built many pole lines, and he can point with pride to the class of work he has done, as most of these lines are still in service.

Probably no other telephone man in the state of Vermont is so well known by the public. In days gone by, while other gangs were frowned upon by hotel people, Mr. Reynolds and his men were always received with open arms, and they were allowed to hang their wet socks on the cook's stove, a privilege enjoyed by only a few; but you can hear it said even to this day, — "There's a gentleman, and he never keeps any one to work for him who is not."

He has a cheery disposition, is well liked by his fellow-employees, and has many friends amongst prominent people in Vermont state, the present attorney-general being one of his close personal friends.

Like several other of the older employees whose history has appeared in TOPICS, he is always ready and willing to do any task without grumbling, and many's the time "Barney" has thrown his "fifty-three pieces" in a knapsack and set out in the night to repair a break. Years ago he took his crew to Boston and worked five weeks on the "big break."

Mr. Reynolds was recently married, and makes his home in Rutland, Vt., where the door is always open to his many friends.

"Service First"

TWO nights before Christmas Eve, Toll Section 137 north of White River was reported as being out of commission.

The report was sent to Foreman A. LaChance, with the request that repairs be made as soon as possible. Mr. LaChance knew that it was one of our most important toll sections and also that it being just before Christmas it was most essential to repair the trouble. He summoned his crew, got together necessary material, and at 1 A.M. started out.

The night was cold, and every one was tired from the previous day's work, and the men had had no sleep; but there was no grumbling.

The break was found about two miles out of White River, caused by a tree falling on the line. At 6 A.M. all the lines were working, and permanent repairs were made later in the day.

These men are deserving of much praise, and it is a pleasure to commend such fidelity.

Following are the names of the men who repaired the break: Foreman Archie LaChance; Linemen George Reynolds, Elmer Turner, James Driscoll, and Obrey Jobling.

What About the Hunter?

WHILE on his vacation, this photograph was taken of J. M. Frasso, testman at Barre, Vt., after a day's hunt in the vicinity of Kingston, Canada. Mr. Frasso is here shown with his Johnnie Walker smile, holding a duck known as the DeKuyper species.



This duck was half shot at a still decoy, and finally paralyzed with a Canadian club on the bank of the Green River, Quebec.

Mr. Frasso was awarded a Blue Ribbon upon his return to Camp Montecello, where he stopped.

The Stage Setting

NEAR the close of a beautiful day in June. A lake somewhere in Canada, entirely surrounded by a dense forest.

Along the shore line, the mirrored water of the lake reflecting a picture of trees and mountains.

The feathered wood-folks singing their evening chorus.

A bank of clouds in the west changing the rays of the setting sun into gorgeous colors of green, gold, and scarlet.

A boat in which a guide is rowing a fisherman back and forth near where the water rapidly shoals towards a sand bar.

The fisherman is making his casts in a half-hearted manner, day dreaming of to-morrow when he must leave the woodland and return to the commercial world, with its hurry and worry, its hustle and bustle.



SQUARE-TAIL SPECKLED TROUT

Caught by Fred A. Carr, manager, at White River Junction, Vt., from Lake St. John, Canada (one of the lakes of the Scott Fish and Game Club). Length, 22 1/2 inches; circumference, 15 inches; weight, 5 pounds.

A mighty tug at his line awakes him from his reverie, and the shrill buzz of the reel indicates a fish of unusual size.

These are the thoughts that flash through his mind: "Look out, don't snub him too quick; give him the line; don't take any chances of breaking the rod. There, it is coming in; reel in your slack; don't give him an inch. Faster, or it will be too late. Keep him from going under the boat. Easy, now; never mind that tired wrist, play the game to the limit. Team him back and forth. My! isn't it a monster [as the fish suddenly breaks water]. Ready with the net, guide; here is where I bring him in."

Then slowly back and forth, but each time a little nearer, until a deft flip of the net and the fight is over, for there in the bottom of the boat in its last struggles is a five-pound square-tail.

And did the fisherman YELL? I should say he did.

And did he fish any more? Not on your life he did not. He would not catch another fish if one would jump into the boat and beg to be carried ashore.

Then down the lake, painted in gorgeous colors of green, gold, and scarlet by the rays of the setting sun, goes the exultant fisherman to the camp, from where on the morrow he must return to the care and responsibilities of the business world.



A FEW FREE-HAND SKETCHES FROM THE PEN OF MR. JENNINGS, OF WHITE RIVER



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

New Commercial Supt. in New Hampshire

HAROLD W. WORTHLEY, for twelve years division commercial superintendent of the New Hampshire Division, has left us, having been assigned to the staff of the general commercial superintendent to take up the Commercial and



HAROLD W. WORTHLEY

Public Relation problems of machine switching, the new problem of the Bell system. We speak with emphasis when we say that it is well-earned promotion, merited by years of faithful service. Mr. Worthley, during his twelve years in New Hampshire, has endeared himself to the Commercial and other employees by his general good traits, and it is with a reluctant feeling that they think of his departure. He is well and favorably known and is held in

high esteem by those with whom he had business relations. In the January number of TOPICS we outlined the career of Mr. Worthley as a telephone employee, and if space will permit us, it is well worth repeating. Mr. Worthley commenced his telephone career in 1897, as special agent in Manchester, N. H. In 1900 he was transferred to Lowell, Mass., as special agent of the Central Division. Mr. Worthley remained in Lowell until 1902, when he was delegated to act in the same capacity at New Bedford, Mass. From 1903 to 1904, Mr. Worthley acted as manager of the Brockton, Mass., exchange. He next went to Fall River with the same duties, remaining there until 1906, when he was transferred to Salem, Mass., as superintendent of the Salem District. In September, 1908, he returned to Manchester, N. H., as district manager for the Manchester District. June 1, 1917, when New Hampshire was made a division, his title changed from that of district manager to division commercial superintendent of the New Hampshire Division.



WILLIAM J. McLAUGHLIN

Mr. William J. McLaughlin, who will succeed Mr. Worthley as acting division commercial superintendent, comes here highly recommended as a telephone man, well versed in work connected with the Plant, Traffic, and Commercial departments. Mr. McLaughlin was first employed as night operator at Wellesley, Mass., in 1898. In 1902 he was transferred to the Plant Department, and for more than a year went through the various branches of plant work, being connected with the Metropolitan Division in Boston, Mass. From 1903 to 1908 he was manager at Cohasset, Braintree, and Weymouth exchanges. During the latter part of 1908 he was appointed district contract agent at Malden, and in 1909 was transferred to Jamaica Plain as district contract agent.

When the change in the functional organization was made and the district commercial office in Boston abolished, Mr. McLaughlin was appointed manager at Haverhill, Mass., where he remained until 1913, when he was appointed manager at New Bedford. His work in Haverhill was such a success that when a vacancy occurred in 1914 he was transferred to Haverhill, remaining there until 1917, when he was promoted to district manager of the Fitchburg District.

He retained this position until December, 1919, when a consolidation of the Fitchburg and Worcester districts was made and he was placed in charge of these districts.

Mr. McLaughlin is welcomed in New Hampshire, and he will receive the same hearty cooperation that characterized Mr. Worthley's stay in the state.

At the joint conference that was held Tuesday, January 4, following the announcement of his transfer, Mr. Worthley was presented with a purse of gold, a box of cigars and a writing-desk set. The

presentation speech was made by E. H. Drew, manager of the Portsmouth exchange.

In presenting the gifts to Mr. Worthley, Mr. Drew said:

"Mr. Worthley, we heard of your transfer with mingled feelings of regret and pleasure. We sincerely regret your departure, and we just as sincerely rejoice over your merited promotion. Those who have had the pleasure of association with you in our Division, during the past twelve years, as well as some whose acquaintance has been for shorter periods, desire that these feelings be given expression. It is my privilege and pleasure to present you with these testimonials of our esteem, and in presenting them I assure you that with them goes our best wishes for your future."

After gaining his composure following his acceptance of the gifts, Mr. Worthley said:

"I hope I may recover from this surprise to fittingly respond. Probably this is the last time I shall have the pleasure of being with you at a meeting of this kind.

"In an organization of the size of our Company, we must be developing more men all the time, so that when the regular player drops out, there will be a well-trained substitute to take his place. Also it is important that the different members of the team be fairly familiar with the duties of the positions.

"Twelve years ago, Mr. Marden, Mr. Wheeler, and myself were selected to supervise the work in New Hampshire. Our selection was regarded by many with much apprehension as to the success of the combination. It was said that three men so entirely different in makeup could not last in combination. Happily, we have stood the test. In appearance (referring to characters as portrayed by the cartoonist, "Bud" Fisher) our combination was not unlike that of Mutt and Jeff, I being the Jeff, and Mr. Marden and Mr. Wheeler being the Mutt."

"I suppose you are wondering, 'where does he go from here?' I have been assigned to the staff of the general commercial superintendent to take up the Commercial and Public Relation problems of machine switching, the big new problem of the Bell System. And now, my friends of the Commercial, Plant, Traffic and Revenue Accounting Departments, many of whom I have had the pleasure of knowing very well, I wish to say good-bye and to thank you for the beautiful presentations you have made me."

The gold was the gift of the Commercial employees and associates in other departments, with a testimonial personally signed by each contributor; the box of cigars was given by the supervisors of the Manchester exchange, and the writing set by the toll operators.

The same night, following the conference, a complimentary dinner was tendered Mr. Worthley at the Derrifield Club, by the managers.

Safely secluded in the private dining-room, the festivities started with chorus singing, closely followed by remarks of the various managers and the invited guests, Mr. Marden, Mr. Wheeler, and Mr. Mosses.

Mr. C. G. Adams, manager of the Claremont District, was delegated to act as toastmaster, and the manner in which he made his remarks and referred to the different speakers was a revelation to all.

A dramatic recitation given by "Old Rolling-Stone" Mosses, as referred to by Mr. Adams, entitled "Alaska," was intensely interesting and well received.

So enthusiastic were Mr. Wheeler and Mr.

Mosses that they delivered two speeches in true Ciceronean style.

Mr. Worthley responded very feelingly to the various remarks, informing those present that he could always reflect upon their good association and wishing them a happy future. To cap the climax, on a suggestion by Manager Weston, three hearty cheers were loudly given for Mr. Worthley. The dinner broke up at a late hour, and hand-shaking and hearty good wishes for Mr. Worthley's success were then in order.

The New Hampshire Division of TOPICS joins in wishing both Mr. Worthley and Mr. McLaughlin happy prospects in their new positions.

Nashua Operators' Party

A PARTY, held recently at the home of Miss Veronica Gamache on the Dunstable Road, is one that will entertain pleasant memories for the operators at the Nashua exchange for some future time. During the early evening the girls congregated at the exchange, adorned in costumes ranging from that of a matador to ghosts, farm-hands, and dudes, to await the arrival of the barge that was to whisk them to the scene of festivities. After enjoying a "straw ride," the party repaired to the capacious barn adjoining the dwelling, which presented quite a spooky atmosphere, with its walls decorated with pictures of black cats, ghosts, and goblins.

Miss Rachael Letendre started the evening's entertainment with several piano selections, which were very well rendered and received. Miss Sylvia Hamel, in her impersonation of the renowned Charlie Chaplin, made a decided hit.

Madeline Stillman and Doris Stronach presented a sketch entitled, "We Won't Get Home until Morning" that will be hard to surpass.

Tumultuous applause greeted Miss Neville who, dressed as a ghost, entertained the gathering with a clever phantom dance, while Miss Gamache enraptured the audience with several vocal selections.

Intermingled with the entertainment, dancing was held and refreshments served.

The party broke up at a late hour and the return journey was started after a night well spent.

That it was the best party the operators ever set up was the unanimous opinion of all, and the committee in charge set a mark for coming Halloweens that will be hard to equal.

Somewhat Nervous Gentleman

WOODSVILLE operator, after several attempts to get the requested station: "Did you get them?"

Same gentleman: "No! How do you expect I'd get them when I called forty and you are only ringing two?"



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

Appointed Brunswick Chief Operator

MISS DORA M. BOWLEY, who has just been appointed chief operator at Brunswick, Me., has had considerable experience in telephone work. She entered the employment of the Company as a student in the Lewiston exchange in 1905. Here she worked as local operator, information operator, chief operator's clerk. In 1909 she was transferred to district traffic chief's office as clerk and stenographer, and in 1912 was transferred to Brockton in the same capacity. In 1914 she returned to the Lewiston exchange as chief operator's clerk, later promoted to junior supervisor and supervisor. In December, 1920, she was made chief operator at Brunswick, Me. Miss Bowley has a varied experience and has shown considerable ability, and her many friends wish her great success in her new position.

Lectures in New Brunswick

MANAGER HARRY A. STARBIRD, of Calais, has a distinction among Commercial men in the lecture line. So far, he is the only manager to be invited to lecture in a foreign country. He recently gave one of our lectures in Calais. Manager Mitchell of the St. Stephen exchange of the New Brunswick Telephone Company was an interested member of the audience and immediately invited Manager Starbird to deliver the same lecture before an audience in the Canadian city, in the near future.

Promotions at Portland

THE following promotions have been made in the Portland exchange: Margaret Welsh promoted to local supervisor; Ethel G. Wanamaker promoted to junior supervisor.



THE PORTLAND TRAFFIC FORCE WERE A MERRY CROWD AT CHRISTMAS
Note the lollipops

Some Party at Portland

WE celebrated in Portland, too, as you may see when your glances rest on the happy faces (and the lollipops) gathered around the tree with its pleasant burden. It wasn't only a Christmas-tree party, it was also in honor of



MISS ROSE TABBUTT

Miss Rose Tabbutt, one of our girls, whose attractions were too many for at least one of the Plant Department, Mr. Theodore Davis; therefore the wedding bells will ring at the beginning of the New Year.

The spacious retiring room was gaily attired, and the happy spirit of Christmas permeated the whole atmosphere.

One corner of the room was the bride's corner, and on the table was an enormous cake appropriately decorated, and a kewpie doll, dressed in bridal costume presided. Miss Tabbutt, besides receiving her gift from Santa Claus, was presented with an electric lamp, electric toaster, and a picture.

On the other side of the room was a huge Christmas-tree, brilliantly decorated and covered with presents. No one was forgotten and every one was happy.

Refreshments were served by Miss Norton, the caterer. The success of the affair was due to the several committees who had charge, Miss Spear, chief operator, being chairman of the general committee, with the supervisors as assistants; Miss O'Neill and Miss Foley for refreshments, and Miss Conway in charge of the entertainment, which was by no means the least of the joyous evening.

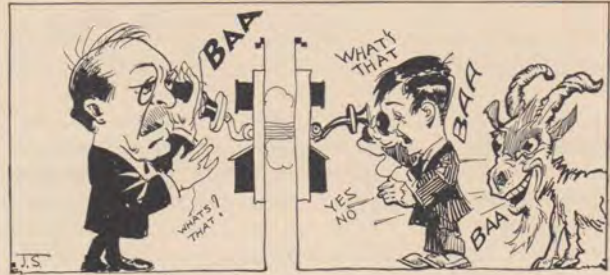
The program: Solo, Phyllis Montgomery; Christmas poem, Margaret Tierney; Solo, Jane Callan; Silent Night, Adeste Fideles, quartette (Madeline Welch, Mary Reidy, Jane Callan, Delia Foley); popular selections, Mandolin Orchestra (Margaret Lyons, Margaret Donlon, Mae Callahan, Rena Farry). Pianist, Catherine O'Donnell.

Baa! Baa!

A SUBSCRIBER came into one of our exchange offices one day last week and said he wished to make a complaint of service. He said that not only were we slow in giving him his party, but no sooner had a connection been established than strange noises were heard over the line — sound like the "baa" of a goat, followed by confused voices and various sounds.

He said, sarcastically, if our operators hadn't got any pleasanter voices than that he thought we better get an elocutionist and a bottle of soothing syrup to add to our operating school. He was

sure the operators "had it in" for this particular party, as he never had any trouble on any other line.



The manager, who wasn't born yesterday, got into the game at once. The station called is located in a contractor's shed adjoining a large building in process of construction, and the manager, walking quietly, arrived just as a ring came in on the telephone, and this is what he saw: The office boy starts for the telephone, but a pet goat of his in the yard (the door of the shed being open), taking the ring for a challenge to mortal combat, starts for both, uttering noises such as only a goat can make, and connects with the boy just as the receiver is taken down. The impact of the blow in the stern sheets of the boy carries boy, telephone, and goat together to the floor. The manager was convulsed with laughter; the boy did not seem to mind the mêlée in the least. The goat tried to eat the telephone, and the service was knocked into the middle of next week.

Bangor Commercial Meeting

THE Bangor District office is the scene of a small gathering several times each month, — a gathering novel in its makeup. From a chance discussion of certain phrases commonly used, there has grown a small class in English study which meets frequently. While its members are not posing as writers of Shakespearean English, they have found the study very interesting and profitable.

Portland Accounting Party

THE clerks of the Accounting Department gave a Christmas party in their office, December 23, assisted by Mr. P. G. Bartlett, our general district revenue supervisor.

The office was very prettily decorated with red and green streamers, and a miniature tree trimmed with electric lights and Christmas ornaments. After distribution of gifts, Mr. Bartlett demonstrated his ability as an angler by capturing the prize package from the fish pond, — a plaster cast of September Morn, whose expression of surprise was duplicated by that of Mr. Bartlett.

After refreshments, consisting of sandwiches, cake, coffee, ice cream, and candy, had been served, the remainder of the evening was passed in dancing to the "music" of a grafonola.

Portland Commercial Have Xmas Party

THE employees of the manager's office at Portland celebrated their first Christmas at their new home on Forest Avenue by having a Christmas-tree, which was very prettily decorated by a committee consisting of the Misses Catherine T. Ryan and Ruth H. Ridley.

The party was held in the manager's private office, which had been made very attractive, the tree loaded with gifts having been placed in one corner and the large desk in the center of the room serving as a table. The favors at each place were little red baskets filled with assorted nuts, while the entire effect was subdued by red-shaded candles. Refreshments consisted of fancy cookies, punch, ice cream, and fudge. After refreshments, Manager Ayer was asked to assume the rôle of Santa Claus. Jokes were very numerous. Sergeant James A. Richardson was presented with a "six shooter," that he might be reminded of the old days, when he hunted "Injuns" with Buffalo Bill of the Wild West. Another which pleased immensely was when a fan was presented to Mr. Weeks, who, after having lived for nearly ten years on the deserts of New Mexico, finds the air in this office very stifling. While Mr. Weeks's interest centers on the air inside of the office, Manager Ayer shows a tendency to master the elements above the earth. To assist him in his desires he was presented with a flying machine. Mr. Files, who has since been married, left his fiancée that he might be present. Evidently the committee must have had rumors that he was about

to be married, and felt it too serious a time for jokes. — "There is another Christmas coming, Harry." Miss Blanche E. Downing was presented with a beautiful "diamond" ring. If rumors are true, this will, doubtless, be replaced by a more expensive and beautiful diamond in the near future. "Let the little old Ford ramble right along," so Miss Johnson says. She ought to know, as she was presented with one, and gasoline and oil won't cost her a cent. For several weeks Miss Ryan has expressed a desire for a pair of gloves. Evidently she dropped a line to Santa Claus, as the gloves were received. A few days later she was seen in the five and ten cent store, trying to exchange them for a larger size. Several other jokes were passed along among the other employees, but the writer feels that if harmony is to prevail, silence must be the watchword.

Many beautiful and useful gifts of cut glass, linen, and silver were exchanged among the employees, and from same it looks as if the manager's office would not have a veteran force next Christmas — we wonder!

Those present were .. Miss Geneva M. Longfellow, Miss Blanche E. Downing, Mrs. Neva E. Burnham, Miss Catherine T. Ryan, Miss Rena M. Phelps, Miss Mildred M. Relahan, Miss Marguerite Decker, Miss Ruth H. Ridley, Miss Vivi O. Johnson, Mr. Lester C. Ayer, Mr. James A. Richardson, Mr. Clinton B. Weeks, Mr. Harry W. Files.



SOME MORE OF PORTLAND'S TELEPHONE FAMILY AT THEIR CHRISTMAS PARTY

District News

Portland News

THE Portland toll operators held a Christmas party in the dining-room, December 21, when forty-eight of the force were present. The Misses Conwell and Logue proved very generous as Santa Claus in distributing the presents which were exchanged by the girls. During the evening Miss Louise Webster, the toll chief operator, was presented a cut-glass dish and a picture of the Madonna, and Miss Grace McCarthy, who left to be married, was given a fitted traveling bag. Dancing and singing, not to mention the delicious refreshments, were enjoyed by all, and a flashlight of the party was taken.

A striking illustration of the use of the telephone for sending holiday greetings to distant points is seen from the calls handled at Portland, Me., on Christmas day. Calls were filed at Portland and successfully completed to the following places: Charleston, Ill.; Fargo, No. Dak.; Glenn Sandfield, Ontario; Rochester, Minn.; and Quebec City, Quebec.

The following letter was received by Mr. Lester C. Ayer, manager at Portland, Me., recently, from Alfred O. Elden, editor of the *Portland Evening Express*:

"Dear Mr. Ayer,—I am so used to listening to persons who come in to lick the editor or who have a kick of some kind, because we either printed something they thought we ought not to have printed or else because we have left out what they thought ought to have been printed, that I am more or less calloused. Still I am human, and when the occasional word of praise comes, it makes a fellow feel better. I imagine you have very similar kicks every day in your work, and you know what it is. Now, this isn't a kick.

"I feel it is my duty to tell you that both Mrs. Elden and myself are getting splendid service on our 4702-M line. Mrs. Elden uses that wire much more than I do, and she says that it would be an impossibility for any operator to be more courteous or obliging than the young women who answer her calls. From other sources I hear similar stories, and I think you must have a very fine body of young women at the central office. Anyway, this is the way both Mrs. Elden and I honestly feel."

The following letter was received by Miss Florence S. Bolster, chief operator at Westbrook, Me., recently, from Luther Dana:

"Dear Miss Bolster,—The Westbrook Republican Club wishes to express to you their appreciation of the service that you and your assistants have so ably rendered us in the recent elections.

"The boys are very enthusiastic over the interest shown in getting the returns."

Bangor District News

THE Waterville operators were the recipients of sixty-six pounds of candy and two magazine subscriptions for Christmas, from the Waterville patrons of our service. The chief

operator's only explanation upon being questioned was, "Service First" and "Sweets for the Sweet."

A call was received at Waterville for a man by the name of Smith in Skowhegan. The only information the calling party could give was that he owned a Ford car. Connection was established after a short delay.

Recently, the Waterville, Me., information operator received a call from a much perturbed lady at the Maine Central Railroad station. It seems she had lost her umbrella, and stated she had been advised to call the information operator, who would find it for her. It would seem we are not only "finders of lost persons" but of "property" as well.

Miss Amy Ketchen has been appointed acting chief operator at Old Town, Me.

Charles F. Plumly, agent at Lincoln, Me., since 1898, in which year this exchange was opened, resigned January 1, 1921. Mr. Plumly has many interesting reminiscences of the early days of telephony. He will be succeeded by Miss Sevilla Kelley.

Speaking of the power of "home brew" and "hooch," District Plant Chief Macdonald and District Traffic Chief Orbeton, on a recent trip over the road from Bangor to Lincoln, needed assistance in getting the car out of a hole. The first question asked after the appeal for assistance was, "Have you any home brew?" Being obliged to answer in the negative the result was awaited with fear and trembling. Fortunately, however, the aid was given and the car proceeded.

Lewiston District Notes

Bath Exchange

CHRISTMAS was coming: The operators in the Bath exchange decided they must have a tree, so names were exchanged for a good present and a joke. At sharp nine o'clock on Christmas eve, the operators gathered in the rest room, where Santa Claus (who in every-day life is Miss Wheaton, our supervisor) and a much overburdened Christmas-tree awaited them. First came the good presents, which were quickly looked at and put one side, for each girl was very anxious to see the other's joke. Such screaming and laughing, as each one opened her package, for every joke surely hit home. When everything once more became quiet, Miss Wheaton presented our retiring chief operator with a handsome dog-wood vase, in behalf of the operators. A very

pleasant surprise of the evening was a large box of homemade candies, sent in by Mrs. Seabury, the wife of our switchboard man.

Brunswick Exchange

A very profitable evening was spent by the Brunswick operators, when, at their regular monthly business and social meeting in December, the chief operator went over in detail with them the new operating practice. After the discussion of the operating practice, a delicious oyster stew, with pickles and crackers, was served. The committee for the evening showed remarkable originality in providing a real linen tablecloth, china dishes, and silver spoons for this feed, as the girls are thoroughly accustomed to eating from plates perched à la cafeteria on the arm of their chairs, and using only the forks and spoons nature provided them with.

Brunswick's Christmas Party

The Brunswick operators' Christmas-tree this year was not as hilarious an affair as usual, for the gathering was also a farewell party to their chief operator, Miss Bessie Stimpson, who has been one of the most popular girls in the exchange ever since she entered the employ of the Company, and whose loss the other employees feel keenly. When the usual gifts and jokes had been distributed by Miss Margaret Cripps as Santa, Miss Stimpson was presented a charming white ivory toilet set, as a parting token from both the Plant and Traffic departments. Miss Stimpson is to succeed Miss Adeline Costain as chief operator in Bath, and takes up her duties the first of the year.

Lewiston Exchange

The Lewiston operators had a very merry Christmas party on December 22, in the rest room of the Lewiston office. By eight o'clock there was a "full force" of jolly, curious girls, each eager to see what comic gift Santa had for her and anxious to see how her own "slam" gift was to be accepted. Katherine Hawkins was the official Santa Claus. In this rôle she proved "service first" both as Santa and as interpreter. It is very difficult for many of us to "see ourselves as others see us"; however, there was no cause for doubt on any one's part, for each person had a turn at this retrospective vision. All gifts were presented and received in the best of spirits. The slams were very clever as well as humorous. There were autos enough to fill the new Lewiston Buick garage. They ranged from Ford trucks to Rolls-Royce sedans. Several times during the evening we longed for a "dug-out," in which to hide from the hair-raising dangers of the trial flights of aéroplanes and wild courses of miniature racing cars. There were cosy bungalows for the bachelor maids, and dishes and furniture galore for the hopeful ones. One of the cleverest slams was a set of scales to Mr. Fitch, the district traffic chief, with this jingle attached:

"Wonder what's the local weight?
How about the toll?
Hope it's more than yesterday:
One hundred is the goal.
If we exceed our hundred,
What are we to do?
Send them down to Bangor,
By wireless, P.D.Q."

To a very modest student, a pot of LePage's glue labeled with this verse:

"To urge you to stick,
I give you this glue.
Don't get discouraged,
For we were once new."

The gift which was voted the funniest was to our delayed operator, and the motive was well couched in this verse:

"Vone's our delayed operator,
Always in the same place.
If you glance at position 12
You will see her smiling (?) face.
Now, Vone, don't you ever get weary?
No variety is pretty tough;
So crank up this Ford and amble along,
You've been 'delayed' long enough."

After all the gifts were distributed, delicious refreshments were served by Miss Leader, Miss Fuller, and Miss Whittier, with the compliments of Mr. Fitch.



BAR HARBOR'S FORCE CELEBRATES

Christmas Tree at Bar Harbor, Me.

(Apologies to M. Goose)

Sing a song of Christmas,
A party full of glee,
Fourteen merry telephone folks
Dancing 'round a tree.

A manual switchboard P.B.X. service was completed December 24, at the United States Naval Radio Station at Otter Cliffs, Me. The system connects all departments of the station, which is one of the most important on the Atlantic coast.



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

Official Visitation-Conference at Lowell

ON December 16, 1920, the executives and officials of the Company and the division superintendents met with the supervisory employees of the Lowell and Salem districts at Lowell, for one of those pleasant get-together visitation-conferences which are held periodically at various points in the territory of the Company.

The morning meeting was held in the retiring room of the Lowell exchange. District Plant Chief Stone, of Salem, presided, and first introduced General Manager Driver. Mr. Driver expressed the pleasure of the officials in meeting again with the Lowell and Salem group on the first stop of a new "swing around the circle," and spoke in his usual straight-from-the-shoulder manner concerning several matters of vital interest to all.

General Counsel Pierce then addressed the gathering on the matter of public relations, bringing to the meeting the particularly interesting observations of one who has but recently come into the telephone game and who may, therefore, still look at us somewhat from the point of view of an outsider.

Assistant to the President Feeney spoke briefly along the lines of personnel, and was followed by President Jones, who gave an altogether pleasing and most valuable talk concerning the relations of our Company with the A. T. & T. Co., with particular reference to the annual payment made to the latter Company for engineering and other services.

Departmental Conferences Held in Afternoon

The noon hour having arrived, luncheon was served, after which the company separated for an afternoon of departmental conferences. Each division superintendent presided over the conference of his department, — Mr. Ives over the Traffic, Mr. Tarr the Plant, and Mr. Richards the Commercial. Many vital subjects were discussed during the course of the afternoon, and much good was obtained from the various expressions of opinion. The Company executives and officials made the rounds of the conferences during the afternoon.

The officials present were President Jones, Vice-President Longley, General Manager Driver, General Counsel Pierce, Assistant to the President Feeney, General Plant Superintendent Dresser, General Commercial Superintendent Whitney, and General Traffic Superintendent Bowen.

New Plant Ratings

THE following employees have successfully passed examinations for the ratings indicated: Lineman — Henry J. Wardick, New Bedford; Wm. P. McWilliams, Concord; Harry B. Hoyt, East Bridgewater; Andrew A. Hennessy, Lawrence; Frank P. Hennessy, Lawrence; Frank Dineen, Lawrence.

Head Lineman — Robert S. Davis, New Bedford.
C. O. Installer, Class B — Dallas E. White, Brockton.

Combination Repairman — Howard C. Cooley, Fall River; Wm. J. Walsh, Westboro; Earle W. Drake, Stoughton; Elisha Vogler, Salem; Martin C. Day, Salem; Alphonse J. Dube, Salem.

Substation Installer, Class C — Geo. W. Mixer, Onset; Ralph E. Carr, Taunton.

Substation Repairman, Class B — Francis A. Murphy, New Bedford.

Christmas at the Marlboro Exchange

THE rest room of the Marlboro Telephone exchange was a scene of beauty and pleasure on the evening of December 21, when the different departments joined in having a Christmas-tree. The Traffic, Commercial, and Plant were represented by full numbers. Yuletide decorations gave the surroundings a "Merry Christmas" aspect. A large tree, ten feet in height, decked in red and green, occupied a position of honor.

The guests included Manager G. A. Stevens and Mrs. Stevens; Mr. and Mrs. Whithed; John Riley, wire chief, and Mrs. Riley; Miss Eleanor Powers, chief operator, and Harold Fernald. Music was furnished by a victrola. Presents were distributed by John Riley, who proved himself a twentieth century Santa Claus. Refreshments of salads, rolls, and coffee were served. The singing of Christmas carols added to the abundance of good cheer that prevailed.

At the close of the program the operators presented the chief operator with a very handsome silk umbrella.

A part of the fund was donated to charity. This money was given to the White Cross Guild, to be used for Christmas dinners among the poor.

The committee in charge included Miss May Powers, Mrs. Harold Fernald, Miss Nora Wade, Miss Helen Urquhart, Miss Minette Crotty, Miss Mildred Manning, Miss Margaret and Miss Blanche Hankard, Miss Eleanor Murphy, and Miss Helen Gately.

Scoop's Framingham News

SCOOP is at it again. This month he has written two letters to his old friend Bud, telling about what is going on in the Framingham district. This is letter No. 1:

FRAMINGHAM, MASS.

Dear Bud, — I must ask you to glance your eagle eye on the funny situation over which we are still chuckling.

The Thursday before Christmas, George Gunn traveled to the big city to attend a conference of the brainy department (Engineers). You know that George is perfectly willing to help a fellow out, so he thought he would call the Plant office and see if there wasn't some shopping he could do for the boys. He got Roche on the wire, and Roche (thoughtful, if nothing) said that he knew Henry wanted some lights for his Christmas-tree. "How many," says George.

"Ten for Henry and six for me," says Dave.

That was all, Jake. George got the lights and everybody was happy until he rolled Henry with some packages under his good right arm. "What have you got there?" says Roche.

"I knew you wanted some lights, Dave," says Henry, "so I brought out eight for your tree."

It took three buckets of water to bring Roche to, after the shock.

Bud, we now have enough lights in the territory to furnish a great white way for our noble town. Leave it to us to hold out the helping hand.

Yours as per usual,

SCOOP.

Later on he picked up some more news, and this is letter No. 2 that he sent:

FRAMINGHAM, MASS.

Dear Bud, — I just heard that the Marlboro force had a Christmas-tree, Wednesday night. Can you guess, with three chances, who was elected for Santa? Your're right, Old Top, — John Riley, the fairy-like wire chief. Everything that is done in Marlboro is done right, so they obtained a suitable uniform for John to wear while dispensing the presents from the prettily decorated tree. Whoever picked out the suit was either putting something over or they had a bad eye, for John says that he would need two pair of pants like those they got for him, and then he could only get one leg in them. Nevertheless, they had a swell time, and wished that Christmas came more often.

I must mention the tree that the Framingham force had, or I would be shunned for life. The Traffic force held the entertainment, and no one was forgotten when it came time to pluck the tree. They had eats, plenty of 'em, and after the eats they danced until midnight. Some doin's. Mary Richstein, the matron, says that she has got to throw up her job or give her victrola away, for she can't listen to the one in the rest room all day and then go home and listen to hers all night, and besides her victrola is a good one. You know Mary, Bud.

I maintain that I am yours,

SCOOP.

Good Work at Lawrence

THE following letter was received by Miss Agnes Judge, a Lawrence exchange supervisor, from Fred W. Leaver:

"Mrs. Leaver and I want to thank you very much for the efficient service which you gave us on Thursday noon, November 18, when our little baby was scalded. Fifteen minutes after the call was made, the doctor arrived, for which we were very thankful."

One of our troublemen, upon reading a news item to the effect that Luther Burbank was propagating a new kind of nut, remarked: "Have a heart, Luther, have a heart; get into the telephone game and you'll find there are plenty of nuts now."

Orleans Chief Operator

VIOLEA M. DICKIE has been appointed chief operator of Orleans, succeeding Hulda L. Long. Mrs. Dickie entered the service at Hyannis on March 20, 1916. She resigned from



the service on January 31, 1920, before moving to Orleans. Her many friends on the Cape will welcome her return to the service.

South Sudbury Has New Board

SOUTH SUDBURY has a new type magneto switchboard (No. 105B) cut over at 9 P.M. on December 20, 1920, the work being carefully done, with no troubles. The new board replaces an old type of magneto village switchboard and has 15 pairs of cords, allowing the operators to handle more subscribers' calls at a time. It has a capacity of 90 subscribers' lines and 30 toll lines, while the South Sudbury Exchange has 189 subscribers' stations.

The subscribers in South Sudbury have one of the Company's best Class F agents, and receive full fledged telephone service both day and night. Our agents, Mr. and Mrs. Fred W. Gardner, have been in charge of this office for thirteen years and have proved their value to the New England Telephone and Telegraph Company as well as to the public.

The cut-over was made by James Groves and Wire Chief J. F. Riley, and is the second switchboard of this type to be installed in this section.

Beverly Praised by Mayor Tuttle

FRANK D. TUTTLE was recently elected mayor of Beverly. In his campaign previous to election he naturally used the telephone a great deal. Because of the splendid service given him he sent the following letter to Manager Butterick:

"Will you please accept my thanks for the very good telephone service which was rendered our campaign headquarters on election day. Our line was a busy one, and the operators in charge of it certainly deserve credit for the way in which they handled it. Will you please convey to them my thanks."

Fall River Girls Give Minstrel Show

THE girls of the Fall River exchange made merry recently, and staged not only a Christmas party but a real minstrel show that would have done credit to professional performers. It was the first time anything of the kind was ever attempted by the girls. The performance was presented in the new recreation rooms that have recently been completed.



THE CAST AT THE FALL RIVER SHOW

Long festoons of laurel and red and green wreaths were used about the rooms, and a large Christmas-tree, gaily lighted, added much to the attractiveness of the whole. Those who took part in the minstrel show were: Interlocutor, Annie Fitzgerald; end men, Eva Braddick, Ethel Halligan, Ethel Clarkin, Helen Reddy. The other entertainers were: Margaret Powers, Albina Piche, Louise Coombs, Mildred Allen, Leonora Nickerson, Sara Lynch, Bessie Lamb, Blanche Smith, Grace Bennett, Ruth Nugent, Loretta Crofton, Annie Joy, Ellen Berg, Clara Daudelin, May Hyland, Mary Moriarty.

Ice cream, cake, and candy were served, the two latter all being homemade and provided by the girls.

Santa Claus, who was impersonated by Miss Annie Joy, distributed the gifts from the tree, and each girl received a remembrance.

The committees were: Entertainment, Amy Halligan, Helen O'Toole; refreshments, Irene Powers, Bertha Monarch, Myra Toohey; decorations, Marion Swan, Annie Fitzgerald, Bertha O'Brien, Rose Barty, Katherine Palmer, Katherine Kirby, Blanche Smith, and Rose McDonough.

Hyannis is Wide Awake!

THE operators at the Hyannis exchange enjoyed a Christmas-tree party Wednesday evening, December 22. The retiring room was very prettily decorated with holly, red and green bells, and crêpe paper. A group of operators first enjoyed a theater party until ten o'clock, after which all the operators assembled at the rest room, where Santa Claus appeared at 10.15 and presented each girl with gifts. Miss Stafford, the

chief operator, was presented with a purse of gold from "the girls."

Refreshments were served, and readings were given by Rosamond Johnstone.

Two "Daring Men"

ONE cold day, recently, Cable Splicers Murphy and Hogan were at work on an aerial cable in Rutland, Vt., when a lady who lived in a house near by was locked out of her home by her little child, and was unable to get in.

The lady asked for assistance, and these two "daring men" placed a ladder against the house and Hogan jimmied his way inside, crept downstairs, and gently caught the little rascal who was to blame, unlocked the door, and the lady was admitted to her home, where everything was soon harmonious as ever, as was proven by the lusty yells of the youngster.

A Good Actor

AN operator during the day following Christmas answered a light which proved to be an emergency call. A child's screaming voice was heard to say, "Send a doctor to 46 Prospect Street at once!" The operator immediately obtained a doctor, who rushed to the house designated. Upon arriving there he found two boys playing in the hallway as unconcerned as possible, and immediately demanded of them who desired a doctor.

The long and short of it was that the younger of the boys had received a toy gun for a Christmas present and pretended to shoot the other, who "played dead" so realistically that the first boy became frightened and immediately sent in the emergency call. Some actor!

Brockton Winning Praise

BROCKTON is furnishing first-class service, evidently, as during the past month the division office has received several commendatory letters.

This is the one received from Harold C. Keith, of the Geo. E. Keith Company:

"It seemed as though everybody having any connection with us or with this business was trying to help, last week, and all this assistance was appreciated by my associates and by me.

"I especially value the splendid cooperation of you and your coworkers in handling some of our telephone business. This especially in connection with getting that rush call through to Waverley in about one minute for Mr. Burrill, last Saturday morning."

Middleboro Operators Have Christmas-Tree

ON the evening of December 23, 1920, the operators gathered in their rest room to enjoy a Christmas-tree. There were gifts for all; even Joe Westcott was not forgotten.

"Mac" Out of Luck

ONE of our employees is a great sportsman, way down here on Cape Cod. His name is John McFarland. The law on deer being off, "Mac" thought he would try his luck with the rest of the sportsmen. He went the first day so as to be in on the ground floor, as a fellow says. But all "Mac" got was tiredness from his twenty-five mile hike. He wasn't discouraged, so "Mac" got up at 4 A.M. the next morning and started for Brewster, to try his luck again.



While traveling through the wilds of Brewster woods he spied a fine doe about forty rods away. "Mac" took aim and was ready to fire; just then two more deer confronted him. "Gee," said "Mac," "I have got one sure out of three." Then he took another glance and saw a ten-foot fence with barbed wire at the top. The deer were in a small park on a rich man's estate. "Mac" said, "If he could find a hole in the fence he would take a chance and get one." But we know "Mac" isn't that kind of a sport. Hard luck, "Mac"! we are all sorry for you. Remember the old saying, "Mac,"—"When at first you don't succeed, try and try again."

New Home for Marlboro Commercial

THE Marlboro Commercial force has new quarters, larger, better and pleasanter, in same building at 186 Main Street. For the past ten years the office has been at end of hall on front of block; now it has two nice, light rooms on the south side of Corey Building, with light green walls, white ceilings, dark green shades, and indirect lighting, which gives a very harmonious effect. A twenty-one-foot counter furnishes good space for the handling of subscribers on commercial matters in a businesslike way, while the back of the counter is used for supplies as well as all toll tickets. This is a time-saver for the cashier. At the front, in the roomy space provided for the public, are two booths. Leading out of the main office is the manager's private office, which is also neatly furnished.

The office arrangement for commercial purposes is as good as any office in this section, and its location at the head of the stairs makes it easily accessible to subscribers.

On the opening day, December 1, 1920, Manager George A. Stevens and his clerks were presented with a very beautiful bouquet of carnations from the chief operator and operators of the Marlboro Traffic Department. The gift was fully appreciated by the commercial force.

New Bedford Chief Operator Presented Wrist Watch

FRIDAY evening, December 24, was a most enjoyable one for the Traffic Department employees of the New Bedford office. The rest room was very attractively decorated with the season's greetings, and in one corner of the room was a beautiful Christmas-tree, heavily laden with desirable gifts for every one.

During the evening Chief Operator Mabelle A. Reynolds was presented a very beautiful wrist watch in a unique manner. One of the smallest girls in the room was brought in on a sheet of canvas by two of the largest girls, and placed before the chief operator. After the removing of endless wrappings the watch made its appearance. When Miss Reynolds regained her breath she thanked the girls to the best of her ability.

Musical numbers, games, and dances were enjoyed, and when the party reluctantly broke up every one voted the evening to be the best ever.

The following committees were in charge: Decorations, Viola C. Chace, Marion E. Keane, Mabel Andrews, Viola C. Luce. Gifts, Alice M. Law, Bernice D. Spooner, Helen G. Higgins, Ada M. Robinson, Florence H. Richardson. Entertainment, Katherine W. Savage, Irene W. Hathaway, Claire Barry, Mae W. Temple.

Franklin Praised

THE following letter was received by the chief operator from G. R. D. MacGregor in the Franklin, Mass., exchange:

"Will you kindly accept for yourself, and convey to your associates, my seasonal greetings and sincere hopes that the day of joy will be a joyous one to you all. Ever ready, ever willing, always patient and tactful while 'under fire,' your record has been an inspiring one."

Good Work!

MONROE, ME., an exchange of fifty-six subscribers, has collected all of her November accounts. This is a Group 8 office, under the management of Mrs. M. A. Haley.

Searsport, another Group 8 office, under the management of Miss Florence Colcord, with one hundred twelve subscribers, has her November accounts down to nine.

Middleboro Giving Good Service

THIS is what the New England Cranberry Sales Company wrote to Chief Operator Babb at Middleboro:

"Just an expression of appreciation for the efficient service which has been given to us during the past year.

"We are very grateful to 'Miss Chief Operator' for the prompt attention she has given to our various requests during the busy season, and we thank her assistants for their courtesy to us at all times."



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

Conference of the Revenue Accounting Supervisors

THE division revenue supervisors of the Revenue Accounting Department met in conference, December 27 and 28, 1920, at the Boston City Club, with Auditor of Receipts R. P. Jones presiding. The meeting was held for the particular purpose of discussing the request of the American Telephone and Telegraph Company, that revenue department cost studies be made in January, 1921, also to discuss the proposed use of an accounting stub ledger to replace the present multi ledger system.

Being the first conference of all the men for several years, the division revenue supervisors made the conference an opportunity for renewing the old associations that are always so enjoyable when old friends meet. From reports since received, much good will result from this getting together of the heads of the Revenue Accounting Department.

Side Lights on Revenue Accounting Department Conference

CHARLIE CHAMPANE had difficulty finding the City Club, and nearly missed the conference, and Tom White says he had all he could do to get in from West Roxbury by 10 A.M.

There are some who wonder where Henry Pineles got those little spiders that were with him the second day.

Chester Pratt disturbed the slumbers of the out-of-town members by snoring so loud as to drive his roommates out. We wonder if he paid his share of that room at the Bellevue. We understand John Atkins ran a close second. We now understand why Shaw backed out.

George Coleman had to send home for a clean collar. Yes, it's a long trail to Wollaston.

Henry Pineles has a good opinion of his department as compared to some other he knows.

Messrs. Mosses and Whittier furnished the luncheon entertainments, and Carl Russell told that strap-hanger story of his.

Did any one hear Herbert Wilson say anything?

My, but Chester Pratt was thirsty!

Carl Russell wanted to know how far Arey could see with his extra pair.

Phil Bartlett said he put up at the Y. W. C. A.

Ask John Atkins what he and Chester Pratt were doing in Chinatown at 12 P.M.

Phil Dinsmore (Dinny) says he would like to have one of these conferences every week; the motion was not carried.

Tom Williams heard the big noise and got up from a sick bed, being in attendance the second day.

Messrs. Mosses, Healy, and Russell were appointed by the Auditor of Receipts as a committee to draw plans of an accounting office set up on the new plan.

Ben Pineles says when New Bedford gets that hotel he expects conferences to come his way.

Bet your life Arey kept one eye on his timetable and the other on his watch, and he saw to it that he got home.

News from Second Central District, Revenue Accounting Department

ST. NICK himself paid the Second Central office a surprise visit at noon of December 24.

He distributed apples with his traditional generosity, and nearly floored Mr. Wm. Harte when he greeted him with "Hello, there, old top. How are you?" After his departure, each clerk of this department and the Building Department in the rear of the room received a small gift from the "Grab." Mr. Wilson was particularly fortunate, in these times of high prices, in receiving such a highly useful article as a cake of soap; but Mr. Harte's grab produced the greatest laughter. More than that we cannot say. He has our promise.

Voucher and Pay-Roll Division Party

THE young ladies of the Voucher and Pay-roll Division held a Christmas celebration at the Quincy House on the evening of December 23, 1920. The affair took place in one of the private dining-rooms, and covers were laid for twenty-three guests.

Favors, consisting of various novelties, as souvenirs of the occasion, were placed at each plate.

After discussing a very satisfactory course dinner, the program of the evening's entertainment was enjoyed, consisting of songs by Miss Venice, piano selections by Miss McWeeney and Miss Kent, also games for which prizes were distributed.

Suddenly Santa Claus appeared, in the person of Miss Loretta Sullivan, who presented gifts to all. The fun was fast and furious. Dancing followed until the "wee, small hours."

The event was most enjoyable and in every way worthy of the reputation of the "Voucher Dept."

Accounting Girls Have a Party

THE Grand Gardens, Boston, a Chinese restaurant, was full of "wim, wigor, and women," on Tuesday evening, January 11, when a bunch of girls from the — Oh, no, not the Old Colony Trust, but rather from the Accounting Departments of the Central and Suburban districts, went there to satisfy a desire for a "good feed."

There were twenty-five in the party, and with twenty-five girls, each one full of stories and funny sayings, it would be impossible to have anything but a good time. The music was good; the food was better.

After dinner was over, shows were discussed, and finally, after making a decision, said "bunch" proceeded toward their destination. We can bet that the door tender had his own private opinion of certain young ladies, but then, who could resist the temptation to slide on such a nice, smooth, slippery floor? The show was great, even better than was anticipated.

At 10.30 good-nights were said, each one declaring that the success of the party had been "bang-up," and expressing a desire to hold another of the kind, even though it would be impossible for some of our Suburban District friends to be present. There were some girls in the party who, in years to come, when they are getting out their silver, china, and linen for company, will well remember the eventful Tuesday night.

The Bowlers Are at It

THE sporting blood of the North Suburban Accounting broke forth on the night of January 11. They journeyed to Durgin Park's, and a fine supper was enjoyed by all present. After the eats they went to the Old South Bowling Alleys and started the most enjoyable evening ever spent.

Team No. 1 was defeated by Team No. 2 by a score of 3 to 1. Team No. 2 was made up of the following: Covell, Roukes, McQuillan, Atkins, Brooks, Lassen, and Tilton. Although Team No. 1 was defeated, they seemed to lose the breaks and the following men made up the team: Rogers, Marshall, Miller, Luthrt, Carpenter, McTague, and Russell.

The specialty was the bowling between D. R. S. Russell and Chief Clerk Tilton, and, giving both these men credit, the bowling was superb. Bishop Rogers of the old N. E. T. & T. team was rolling against Eddie Covell, and "Jack" Atkins, D. R. S. of the Central Accounting, made a wonderfully low record, which was tied by McTague; but no prizes were awarded.

The party broke up about 10.30 P.M.; and as the North Suburban is moving to Malden it was the last time that they can get together as friends. The next match will be for blood, the North *versus* the Central, and without doubt the North will come out of the smoke victorious; then friendship will be renewed.

Have a Regular Santa Claus

SANTA CLAUS promised he would pay a visit to the South Suburban Associates, and true to his word the jingle of bells was heard and his radiant smile fell on some sixty happy Christmas folks shortly before they left for home.



MISS BLENKHORN AS SANTA

Many and varied were his gifts from a tree as high as the ceiling, glittering with silver and gold. He also distributed bags of candy and apples.

As Santa gave out the gifts he found rhymes for most, which while the opening of bundles was going on caused an uproar of fun and laughter. Judging from her wonderful disguise we are sure that Miss Helen Blenkhorn will fool her family in great shape, when she has to be Santa Claus at home.

North Suburban Bride to Be

MISS EDITH L. NEWCOMB, of the North Suburban District, who is to be married to Thomas Killian of the A. T. & T. Co., left the employ of the Company January 15, 1921. When she arrived on the morning of the 13th, her desk was prettily decorated with pink and white crêpe paper. Miss Newcomb has the best wishes of her associates, who presented her several beautiful pieces of silver in the John Alden pattern.

Tom Williams Back on the Job

DIVISION Revenue Supervisor E. T. Williams, who recently underwent an operation at the Newton Hospital, is back on the job looking better than ever.

It was expected that he would have to remain at the hospital for at least ten days; but not for Tom, — one week was enough.

Owing to his good condition, due to training the champion canoe crew at Riverside, he made a quick recovery from the operation.

That a Boy, Jim!

SUNNY "JIM" RUSSELL is wearing a smile from ear to ear, these days. On January 13, 1921, the stork visited his home and left there an eight-pound boy. Mr. and Mrs. Russell are extended heartiest congratulations by all.

SUB-LICENSE AND CONNECTING COMPANIES

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

Call from Vancouver, Wash., to Winthrop, Me.

MR. FRED W. SINCLAIR, a native of Winthrop, Me., formerly employed in Winthrop by A. H. Bailey as a telephone operator and clerk and now manager of the Pacific Telephone and Telegraph Company at Vancouver, Wash., talked with his mother, Mrs. Bethia Sinclair, and with his sister, Mrs. Mary S. Beatty, by telephone on Monday morning, January 10.

Mrs. Beatty went to the telephone at 4.30 and remained there awaiting him until 5.50, when all connections were established and the actual conversation then began.

Besides Mr. Sinclair, his wife and his son, Robert, also conversed; on this end, Mrs. Sinclair, Mrs. Beatty, Masters Arthur and Earle Beatty and Misses Caroline and Helen Beatty spoke.

Mrs. Beatty said that she could not hear her brother very distinctly,—he seemed far away; she could understand his wife better.

The company originating the message was the Pacific Telephone and Telegraph Company, and the delivering company the Lewiston, Greene and Monmouth Telephone Company.

So far, we have not heard of a longer telephone message on this continent; we have learned of the messages from San Francisco to Boston, but the Vancouver message probably came via San Francisco, and Winthrop is 170 miles beyond Boston on this end.

Party at Brattleboro

ON Thursday night, December 23, about fifty-five members of the Plant, Commercial, and Traffic departments at the Brattleboro office enjoyed a Christmas party. The large terminal room served as a reception room, and the evening was given up to dancing, games, and the Christmas-tree. To make the party interesting, each one present brought an unmarked gift. The Dewitt Grocery Company and the Goodnow, Pearson & Hunt Company presented each operator with pound and half-pound boxes of chocolates. Other subscribers gave gifts. Every one gave a verdict of "the best time ever," at the close of the party.

Questions 10,583 and 12,272

RECENTLY the information operator at Rumford was asked for the number of a subscriber in the following way:

Subscriber to Information: "Do you know where the fountain is in Mexico?" (A town in the Rumford exchange.)

The operator explained that she did, and the subscriber continued by saying, "The party whose telephone I want to call lives up the hill above the fountain, first street to the right, second to the left, and her first name is Josephine. The last figure in her telephone number is four."

Another subscriber called Information and asked for the name of a party who lived in the Park, and she thought her ring number was a short and a long. The Park is a section of Rumford exchange comprised of four streets, having about 150 subscribers listed.

Moosehead Telephone and Telegraph Company's Notes

A VERY pleasant and attractive Christmas party was given by the young ladies of the Commercial and Traffic departments of the Moosehead Telephone and Telegraph Company at Dover, Me., the operators' rest room and the Commercial office adjoining being used. A Christmas-tree was donated by the plant men and placed in the rest room, while other decorations were artistically placed by the chief operator and the chief clerk, ably assisted by C. O. Installer Bonser. Shortly after nine o'clock, Manager Mason, acting as Santa Claus, distributed pretty and useful gifts, as well as some very appropriate reminders of the eccentricities of various employees. After the distribution of the presents, refreshments, consisting of fruit salad, sandwiches, cake, and coffee, were served.

The billing for the Moosehead territory has been changed from Bangor to Dover, Miss Cole, formerly cashier at Dover, being detailed for the work.

Miss Laura Pratt has entered our happy family, taking the position formerly held by Miss Cole.

The following was received by Mr. Mason, recently:

We as a family wish to express to you and your employees our appreciation and heartfelt gratitude for the service rendered upon the death of our mother.

Both the night and the forenoon service were as near perfect as possible; we sent many calls through, and in some cases connections were hard to get, but in every instance only the utmost courtesy and kindness was shown.

Thanking you again for your kindness, we remain,

EDWARD B. and IDA P. BUCK.
ALFRED H. and MARY S. BUCK.
HAROLD E. and GRACE B. CHASE.

Telephone Association of Maine

ON January 13, 1921, representatives of twenty-four Maine companies met at the Elmwood Hotel, Waterville, Me., for the purpose of discussing the matter of forming a telephone association which would include all telephone companies operating in the state of Maine.

Mr. W. J. Thompson, of the China Telephone Company, was appointed chairman, and Judge Foster, of the Lewiston, Greene and Monmouth Telephone Company, clerk of the meeting.

After informal discussion it was unanimously voted to form an association to be composed of all individuals and companies operating a telephone business in the state, the association to be known as the "Telephone Association of Maine," the purpose being to promote the welfare of its members, to extend telephone service to meet the requirements of the public, and to inaugurate such measures with respect to accounting, engineering, and construction as may, from time to time, be deemed necessary.

The following were chosen as the first officers of the Association: W. J. Thompson, president; A. Van DenKirckhoven, vice-president; H. E. Foster, secretary-treasurer. Directors: W. J. Thompson, China Telephone Company; Ex-Gov. C. E. Milliken, Katahdin Farmers Telephone Company; A. Van DenKirckhoven, Van Telephone and Telegraph Company; A. F. Winslow, Standish Telephone Company; H. E. Foster, Lewiston, Greene and Monmouth Telephone Company; H. F. Hilton, Poland Telephone Company; F. W. Story, New England Telephone and Telegraph Company.

Aroostook Tel. & Tel. Company Notes

MISS AMY J. BULL and Miss Flora Burns, who have been in the service of the Aroostook Company for a number of years, have resigned and are planning to commence a course of preliminary training at Augusta as nurses. Miss Bull spent the first twelve years of her telephone existence as operator, supervisor and chief operator, and for the past six years was ledger clerk in the accounting office. Miss Burns for twelve years worked at the switchboard as operator and was promoted to chief operator six years ago, where under her supervision the service, both local and toll, has been second to none in the state.

Miss Inez R. English, who has been with the Aroostook Company since 1905, has been obliged to give up her work for an indefinite period on account of her health, and will spend the next three months with friends at Haines City, Fla.

Miss English started as operator in the Presque Isle exchange, and has filled position of supervisor and chief operator in the four larger exchanges of the Aroostook Company; for several years has acted as traffic supervisor in charge of all exchanges, and has been the prime factor in keeping the service up to its present high standard. In this work

Miss English has, by her methods of square dealing and sympathetic interest, been a strong factor in keeping the traffic force interested and enthusiastic in their work, and it is much regretted that it becomes necessary for her to give up her work.

The best wishes of the whole Aroostook Telephone Company's telephone family go with these departing members, with whom they have so pleasantly associated in the past.

On the night of December 14 Aroostook County was struck by the heaviest wind storm in its history, and on the morning of the 15th daylight showed that toll lines all over this big area, sections of trunk lines, ranging from one to twenty-seven poles, were down in every direction.

At Presque Isle, six toll and ten local lines were mixed up with a 11,000-volt power circuit, burning out cable protectors and drops in both directions.

Much credit is due to the plant force, which was on the job before daylight, making preparations for anything that might develop. Every man did so much to "clean up" that to specify any particular individual of the force would be unfair to the others.

The result of the work was that all toll and local lines were in commission on Thursday afternoon.



A TEN-MILE HIKE ON SNOWSHOES, TAKEN BY EMPLOYEES OF THE MAINE TELEPHONE AND TELEGRAPH COMPANY

What would be called, up in that country, a very short trip.

Praise for St. Albans

THE following was received by General Manager St. Clair at St. Albans, Vt., from S. E. McKenney:

"I desire to express my gratitude for the prompt and efficient service I received from your Company, which was almost unbelievable until proven. I requested your toll operator to try and locate a party, last address known to me being Potsdam, N. Y. (no street or 'phone number known). In a few minutes your operator informed me that the party had moved to Ogdensburg nearly a year ago. I asked that he be located and called to the 'phone. This was done all inside of forty minutes from the time I made the first request.

"Service of this kind can only spell success for your Company."

PROVIDENCE TELEPHONE COMPANY SECTION

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



"ONE OF THE BEST"

The T. S. of R. I. Orchestra

IN the fall of 1914, a group of seven men met in Hans Schneider's rooms in Butler's exchange. Each man but one had brought an instrument and a spirit of worthy determination. The succeeding hour or so caused the local welkin to ring as it had never rung before.

This stirring episode was the initial rehearsal of the first Telephone Society orchestra and was the result of a suggestion by "Stan" White, made to A. W. Howard, then president of the Society.

From this small but auspicious beginning has grown the present-day orchestra of twenty-four pieces, a well-balanced group of string, wind, and percussion, with a number of able soloists.

Since that time, the orchestra as a body has held more than two hundred rehearsals, has gathered an extensive "library," and has performed at every meeting of the Society.

Many changes have occurred in the personnel of the organization, but the early spirit and enthusiasm have never lapsed. The seven original members were Messrs. Bardsley, Dove, Bora, White, Murray, Mason, and Burlingame. Of these seven charter members but three are now actively associated with the orchestra: Messrs. Dove, Bardsley, and Bora.

Mr. E. O. Burlingame, now resigned, was the first leader. He was followed by Mr. Stanley H. White who in turn was succeeded by Mr. George F. W. Bora.

The organization is financed by the Telephone Society, and since 1916 rehearsals have been held

on the sixth floor of the Washington Street building. The orchestra has a fine library of approximately two thousand selections, including classical, standard, dance, and jazz music.

As a whole, the organization has been a pronounced success since its inception.

Much credit is due to the men who ungrudgingly have given many hours to rehearsing and performing, and to the three conductors whose efforts and leadership have made the orchestra possible.

Introducing Pawtucket Commercial

"BERT" CRONIN, the manager, heads our whole list,

And we think a better one doesn't exist.
Next comes Moriarty, "B. C.'s" right-hand man,
Who emulates "B. C." as near as he can.
While Gingras, the cashier, has all he can do
With Company money and Credit Bank, too.
But don't forget Delahunt, expert extractor
Of nickels so heavy he should have a tractor.
And Gardiner, our excellent man of utility,
A chap of unquestioned and tested ability.
Last of all we have saved (like the frosting on cake)
The list of the ladies; so now let us take
You to meet Miss Abbott, who's our senior clerk,
And also Miss Olson (two demons for work!).
Then there's Miss McMahon, of toll-ticket fame,
And our writer of letters, Miss Lyons by name.
After meeting the bunch, we all feel that you
ought to
Be told that "Good Service" is always our motto.

Washington-Lincoln Americanism

BY MARION M. LEIGH

FEBRUARY is the birthday month of two of the greatest Americans that ever lived, — George Washington and Abraham Lincoln, the Father and the Savior of the country we proudly call America. In each of these two men there was an outstanding quality which made for greatness and won for them immortality down through the years of our glorious history.

We have heard so often the old, old story of the cherry-tree that it has become a joke among us, but behind that little story lay that sterling quality we would do well to consider and seek to emulate, — Washington's crystal-clear honesty of speech and action. We need to be honest with ourselves, honest with the world, and honest with each other. Every one respects the man who is not afraid to tell exactly what he thinks, precisely what he believes without pretense or concealment, and then acts accordingly. It is most admirable to be one whose word, once given, is never questioned. Honesty calls forth confidence in others and lays a firm foundation for right relationships between men. Washington was great because his flawless honesty was the keynote to his character.

When we think of Abraham Lincoln something as big and strong and rugged as his familiar face and figure comes to mind. When but a lad, Lincoln saw something that roused in him a heroic resolve, and down through all his life he held with undying enthusiasm and steadfast purpose to that resolve until the Civil War saw the glorious victory of his persistent efforts. He steered his course straight and steady, confident of the power of right. Having determined to gain a worthy end, he held unswervingly to his resolve despite the struggle, the misunderstanding, the tremendous odds against him. A purpose wisely chosen, courageously held to, always dignifies life and gives it meaning. Let us determine our life purposes and then hold to them firmly, letting nothing turn us aside from the carrying out of them.

All of us revere these two men and pay them due homage, but the greatest honor we could give to their sacred memory is the cultivation of those qualities which made them truly great men and splendid types of American manhood.

Bowling Season On

AS a culmination of often-expressed wishes and opinions, bowling has been revived in the form of an inter-departmental league. George L. Weston has always entered a team in the Commercial League, but participation was necessarily limited.

The schedule comprises two rounds covering a period of eighteen weeks. There are ten teams, — one each from the Treasurer's office, Plant Engineering, Storehouse, Maintenance, Installation, Terminal Room, Advertising, A. T. & T. Co., and two teams from Commercial.

Edward J. Osborne Dead

EDWARD J. OSBORNE died December 30, after several weeks of illness. He was widely known throughout the Company, and his loss was a shock to all who knew him.

He came to us ten years ago, to act as pay-roll clerk, a position he filled up to the time of his illness.



EDWARD J. OSBORNE

Always an enthusiastic, indefatigable worker, he played a prominent part in all Telephone Society activities, being treasurer of the Society, treasurer of the Credit Union, and a member of the Board of Directors of that institution. Among other committees, he served for years on the Society's outing committee.

He was a man of genial good-fellowship, a man of many friends, a member of the Bud of Hope Lodge of the I. O. O. F., and a worker in the Men's Club at the Church of the Transfiguration, from which he was buried.

Our deepest sympathy is extended to his family.

First-Aid Plus Common-Sense

THE report of the Safety Committee for the month of November showed a total of twelve accidents, all of a minor character. Of these twelve, seven were personal injuries that might have been avoidable, had the injured one taken proper care of the wound.

Too frequently we disregard small injuries that later may develop into serious trouble. Probably it is the inherent stoic in us, but the time is past when stoicism was regarded as a virtue. Little boys don't button foxes under their vests any more.

Scientists have spent years of study in perfecting preventive theories and methods; present-day humanitarianism has developed the system known as "First Aid," and modern business has kept astride of progress by placing First-Aid Kits within reach of every employee, whether his work is hazardous or not. And yet we persist in the neglect of minor abrasions, although evidence on every hand points to cases where early neglect has led to amputation and sometimes worse.

Let us forget Zeno and his Athenians and concern ourselves more with our personal welfare, upon which depends the welfare of the Company and the quality of the service that is our first consideration.

To use an old school expression, "How many of the little children here can tell" whether the First-Aid Kits contain iodine or not, and name one of its principal uses?



District and Department NOTES

MISS MARION SOUTHWOOD, of the Bristol office, has returned to work after undergoing a successful operation for appendicitis. Miss Loretta Nuss, of Newport, and Miss Anna Brown, of Warren, substituted during her absence.

The first dance of the East Greenwich operators was held in December, together with the members of the Evelyn Rebecca Lodge. The evening was enjoyed by the large crowd that attended.

Miss Maude Sunderland Barbour, who was the season operator, is remaining in the employ of the Company at East Greenwich exchange.

The Misses Nellie Smith, Margaret Greene, Anna Gannon, and Grace McGarrahon, of the Pawtucket office, are wearing new diamond rings. Congratulations!

Miss Margaret Moran has returned after several weeks' illness. We are glad to see her back on the job.

Miss Helen Scanlon sent her best wishes to the Angell office at Christmas. Miss Scanlon, who was formerly an Angell operator, is now instructor in a California office.

Out of sixty-five girls, Miss Harriet Murphy, of Angell, is the only one showing a real honest-to-goodness diamond ring for a Christmas present.

Miss Teresa Lucitt has returned to work after several months' illness. The girls of Angell are glad to have her with them again.

On Sunday, January 9, several friends of Miss Annie Almquist attended the military funeral in Riverside, R. I., of her brother, Frederick Almquist, whose body was brought here from France. The ceremony was very impressive, a military escort being furnished by the American Legion. The local Knights of Pythias, Order of Moose, and the Riverside Firemen attended in a body.

The girls of the Wickford exchange appreciated the Christmas letters from subscribers, a sample of which on crested stationery was sent in to TOPICS for perusal.

The girls of many exchanges were proud recipients of holiday sentiments from subscribers who appreciate the high character of the service rendered.

Those who could be spared to go attended the funeral services of Mrs. Alexander E. Fraser, wife of Mr. Fraser, of the testboard, who died January 2, after an illness extending over several years.

Martin Shedd, Angell's Class A testman, has been granted a three months' leave of absence on account of ill health. A good telephone man of proven ability and a cheerful coworker, his absence

even for a short time is regretted by his fellow-workers.

Miss Laura Lawson, of the Plant office, gave her associates a shock shortly before the first of the year by appearing with a gold band on her left hand. The secret was soon divulged, when Miss Lawson admitted she was now Mrs. Clinton Colburn, having slipped away early in the fall to New York and been married at the "Little Church Around the Corner." The groom is a former telephone man, but is now employed in the Engineering Department of the N. Y., N. H. & H. R. R. Congratulations and best wishes.

Miss Hazel Mastin, of the Plant Engineering Department, is seriously ill at her home.

R. M. Lane, inside plant engineer, recently visited New York City and inspected a number of machine-switching installations now being made in that vicinity.

J. H. Serror and J. I. Provan motored to New York during the holidays and spent the week-end with V. E. Tyson, of the Western Electric Company.

Miss Ethel M. Sparrow has recently been appointed clerk in the Plant Accounting office.

"Bert" Clark, formerly of Plant Accounting office, has been transferred to the office of chief maintenance foreman.

Examining Board Ratings

THE following men have recently qualified before the Examining Board for advanced ratings: W. W. Roberts, Union, Class A testman; F. P. McKenna, Union, combination man; W. L. Arnold, East Greenwich, combination man; E. C. Baldwin, Pawtucket, Class A C. O. repairman; Jas. A. Chace, East Providence, Class C C. O. repairman; Wm. J. Donilon, Angell, Class B C. O. repairman; J. S. McKeon, Attleboro, Class C S. S. installer.

December Promotions

BROAD. Miss Ella J. Finneran, from junior supervisor to local supervisor.

West. Miss Mary McElroy, from senior operator to junior supervisor.

Those Poor Relations

MISS CANNON: "What relation is Mrs. Smith to you?"

MISS HATHAWAY: "Music teacher."

Ambitious contributors who lack pencil and paper can obtain same by applying to the Associate Editor, who needs less stationery and more contributions. (Advertisement.)

Christmas Cheer Jottings

NO wonder everybody wants to be a telephone operator, when they have such good times and such pretty Christmas-trees as that shown in the picture. Here are a few accounts from among many instances of holiday jollity. Who dares to say we are not one big family?

Narragansett Pier

December 24, 1920, proved to be a very festive occasion for the girls down here, when as many as could be spared from duty gathered in the retiring room at 4 P.M. and for a while forgot all cares and worries in the enjoyment of a beautiful Christmas-tree which the Plant Department had secured early in the week, and which all had lent a hand in trimming. It is to be regretted that we haven't a picture of the tree and our retiring room, which had been decorated in red and green festoons, with wreaths of evergreen at the windows.

Did the "Christmas spirit" prevail? We only wish you could have shared in the "joy and goodwill" which radiated from the countenances of those girls as their names were called again and again, and arms failed to hold the gifts of comradeship.

We of "Narragansett" extend to every member of this big family of Telephone workers our most sincere wish for a "New Year growing richer each day in joy, health, and prosperity."

Pawtucket

The operators at the Pawtucket exchange enjoyed their annual Christmas-tree more this year than ever before. A few days before Christmas the name of each one in the department was placed in a box, and each employee drew a name. Each person was supposed to buy an inexpensive gift for the one whose name she drew. The gift was wrapped and placed on the tree.

The sport of opening these packages caused much merriment during the day and evening. As a fitting close, it was agreed that all the gifts be donated to the Salvation Army for their tree.

The tree, which was a beautiful cedar, once graced the grounds of Manager B. M. Cronin, and through the cooperation of J. McGillicuddy, wire chief, the tree was cut and brought to the exchange rest room. It is needless to say that the pretty tree was greatly appreciated by Miss Agnew and her associates.

Mr. Cronin says it's lucky that Christmas comes but once a year, or his estate would become "bald." We hear he is learning to recite an old poem, with variations and also with considerable feeling. It runs something like this:

"McGillicuddy, spare that tree!
Touch not a single bough;
At one time I had three,
But that's the last one now," etc.

Providence

The Measured Service Department and toll billers held a very enjoyable Christmas-tree party on the day before Christmas, just after closing

hours. The gifts and "jokes" were placed at the base of the tree, and were distributed by "Santa Claus," who was none other than Miss Conley. "His" was very unique, especially the paper whiskers and paper cap, ornamented by two cleaning brushes. The "jokes" were well received, but Miss Turbitt's "animal, which lived both inside and out," called forth the loudest scream. The party broke up after all had had a "right merrie time."



PAWTUCKET'S TREE

These two departments provided Christmas dinners for three needy families.

Mr. William E. Esten was presented by the House Service force with a pair of gold cuff links bearing a Masonic emblem, and Engineer Tucker is now enjoying a new briar pipe, also a gift of the House Service men. The presentations were made by Mr. Francis D'Antuono.

The girls of West office played Santa Claus, Christmas, and bought gifts for the following: Miss Delia Collins, Mrs. Hachfield, Mrs. Leonard, Mrs. Taylor, and Mr. Fields.