

# RCA SERVICE COMPANY

# News

April, 1949



Published by and for members of RCA Service Co., Inc.  
A Radio Corporation of America Subsidiary

## TV IMPROVEMENTS TOP SUGGESTION PAYOFFS ON 5 SERVICE IDEAS

Practical ideas earned money for five in RCA Service this month, and brought about worthwhile improvements in Television Service.

S. G. Speranza, an Apprentice Technician of Oakhurst TV Branch, turned in an idea which netted \$50.00. He suggested a TV mast-raising bracket for use on antenna installation work which reduces manpower requirements.

In the Allentown Branch, Technician E. R. Klingeman is the happy recipient of a check for \$25.00. He promoted the use of a "D" box and stub system for the elimination of inter-channel interference between two TV sets operating in the same vicinity.

Steve Wlasuk, a TV Installation and Service Specialist in the TV Engineering group, presented a method for removing residual magnetism from focus coils of TV sets by passing a rapidly diminishing AC current through the coils. This idea which alleviates poor focus conditions in pix netted Steve \$25.00.

In the near future tags informing set owners of their local TV Service Branch will be fastened to all TV sets---an idea which netted Mrs. Virginia Stramm \$5.00. Mrs. Stramm, Secretary to Bill Zaun, says that customers will now call direct for service instead of notifying dealers when service is required.

A mailing system revision suggested by Josh Billings, RCA Service News Editor, was put into effect and was worth \$24.60.

That concludes our list of winners for this month, but we expect to have more listings in May. If you haven't been able to strike a radio give-away try a surer bet. Submit an RCA suggestion. You may win up to \$500.00.

## Forty-Niner Contest Opens For Men in Industrial Service

### HEART FAILURE STRIKES ED AUGER AT MEETING OF SMPE IN N. Y. C.

Ed Auger, lifelong friend of the theatre and retired employee of RCA Theatre Equipment Sales, suffered a heart attack on February 4th while attending the Society of Motion Picture Engineers Convention at the Statler Hotel in New York City.



ED AUGER

Ed got his start in the theatre during the days of silent films and was an early independent producer of "Westerns." He joined RCA Photophone at its inception and remained with Theatre Equipment Sales until his retirement in 1947. His widespread knowledge of the theatre and friendships with exhibitors across the country made him a natural good will ambassador for RCA, and he became National Office Field Representative soon after his start with the company. He maintained contacts with exhibitors everywhere, and his liaison work was principally with chain theatre operators.

Following his retirement, Ed lived with a son in Floral Park, L. I. In addition, he is survived by another son. He was Canadian by descent and interment was in

### District Bosses Survey

#### Diggin's for Gold

On April 15th Technical Products Service Sales Manager Adolph Goodman announced the kick-off of a two and one-half month Industrial Service Drive which takes the form of a "Gold Rush." Prospecting Field Engineers, aided by Speculating Supervisors, are out in search of golden contracts. District "Bosses" are urging their men on to beat quota records set last year.

Regional Managers have received "Marshal" appointments and they and their staffs of Technical Products Salesmen are cooperating in every way. "Big Boss" Goodman has lined up helpful "Forty Niner Charts" for each district "digging." Thus every Boss can observe the progress of "mining operations." From the top of the Gold Dust Express "Landowner" Bill Jones, Industrial Service Manager, is shouting words of advice and encouragement. His Product Service Section Managers are currently preparing up-to-date lists of contract prospects for each District Boss.

Tabulations and progress reports are the responsibility of "Assayers" in the District Offices and Home Office Personnel. Gold Certificates are awarded for each contract secured, and these may be turned in on June 30th for prizes.

Be sure to follow the progress of the "Forty Niners" in the May issue of the Service Company News. At this moment there's an open field for everyone.

Montreal, Canada, where he had spent his early years.

On many occasions Ed was called out of retirement to handle special assignments for both RCA Theatre Equipment Sales and RCA Theatre Service. His cooperative efforts were well known among his many friends throughout the company, and he will be sincerely missed by all.

## RCA SERVICE COMPANY NEWS

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Editor  
JOSH BILLINGS, JR.

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### ● SUGGESTORS NOTE

Howard Johnson is now Personnel Services Manager, and takes over supervision of the Service Company Suggestion System previously handled by John Taylor, who has left the company. Howard will also direct Service Company recreational programs.

Upon assuming his new duties Mr. Johnson issued a word of advice to would-be-suggestors. It seems that some blanks are being turned in without names and dates, or with the two printed stubs torn off. Employees are advised to hold only one stub indicated for them, and submit the other stub filled out in full attached to the suggestion.

### Signings on Upswing For Theatre Service

Field Engineers in all districts were active this month in signing up theatres for sound and replacement parts service. Heading the list are Walt Gilreath's and Harry Mayer's men with twenty-one each. Top individual is G. H. Bleeker with six contracts, all in Chicago.

Engineers K. C. Page of Chicago and J. S. Gremillion and L. M. Corridori of Dallas each signed up five exhibitors in their territories. L. T. Mooney of Kansas City came in with four contracts, while J. W. Carpenter of Dallas, R. E. Cocroft, Chicago, and J. A. Thornton in Atlanta got three a piece.

Two contracts each were picked up by B. F. Biben, Philadelphia; L. N. Browne, Dallas; N. E. Fautz, San Francisco; H. M. Morrow and C. R. Shepard, Pittsburgh; C. H. Speckman and C. W. Wolfe, Kansas City and C. D. Welch of Chicago.

Single contracts were negotiated by the following: G. D. Campbell, P. D. Colson,



### Industrial Forges New Service Program To Increase '49 Sales

Bill Jones, Industrial Service Manager, has recently inaugurated a number of changes in his section with a view to concentrating on the acquisition of more industrial service business in 1949.

The addition of G. A. Toepperwein as Manager of the Sound Service is a step toward more contract business in this field. "Tep" comes to the Service Company with over twenty years experience in RCA sound circles. An early Photophone engineer, he

J. R. Lomax, N. Spock and C. W. Stelling of Atlanta; H. Burgess of Boston; H. H. Ball, F. L. Brown, G. R. Mattox, D. W. McMillin, and R. O'Toole of Chicago; J. H. Hines and A. N. Kidwell of Cleveland; S. C. Bullington, A. S. Riley, B. B. Savage and R. C. Stokley of Dallas; C. P. Forbes, J. H. Moore, W. C. Walker and E. C. Wiley of Kansas City; S. S. Lebow and M. L. Stansbury of New York and W. D. Cooley, F. M. Curtin and K. E. Stephenson of San Francisco.

Delta Theatre Supply Company and J. P. Filbert Company, RCA Theatre Supply Dealers, also signed up exhibitors this month.

Congratulations to all!

has since had a varied experience with sound systems in Camden, Hollywood and New York. His last previous assignment was in the New York recording studios of the Record Department. In his current work he will be responsible for all commercial and government Sound Systems Service.

Bill Ballinger will now concentrate on the promotion and sale of Sound Service through distributors, and will be active in the rapidly expanding field of Industrial Television Service including TV film projection and kinescope, camera and sound recording equipment. He also continues to supervise 16 mm. projection service.

Beverage Inspection Machine Service continues under the guidance of Ken Hollister, while Ken Haywood takes on three product services in addition to the Electron Microscope. The products are Metal Detectors, RF Heating and the new Exact Weight Scales.

To meet the demand of customers for Electron Microscope Service outside Camden, Cleveland and Chicago service areas, a limited plan has been introduced in Atlanta, Dallas and Kansas City Districts. With the cooperative effort of the EP Sales Department, the new program should prove successful.

In order to handle the increased service sales at the Home Office---write reports, check contracts, answer inquiries, etc.---the Division welcomed Tom Foster to the clerical staff. Tom comes to us from the Record Department.

## TV Barnstormers Swing In Wide Arc to Spread Public Interest in TV

Men of the Service Company's Television Demonstration Group are forever on the move from one location to another presenting RCA Victor Television to the public. Each trip presents new problems, but the boys always manage to win the applause of promoters for their efforts in making each show the best yet.

Recently Smith Kline & French pharmaceutical laboratories opened a new laboratory. The TV Demonstration Group was invited to televise specimens and research techniques. Some days later Dermot Dollar of the RCA Promotion Department received the following letter:

"Dear Mr. Dollar:

"I want to thank you personally for the fine work you and Mr. Thomas Shipferling, Mr. Frank Helgeson, Mr. Earl Whitaker, Mr. George Costello, Mr. George Hicks and Mr. Warren Charles did in organizing and producing our television demonstration yesterday. From all reports it was a complete success and this was due in a large part to the smoothness and efficiency with which you all worked. We appreciate the many hours of tedious work you put in on this show and the friendly advice and assistance you gave us so freely.

"Many thanks to you all for a job well done.

Sincerely yours,

Edwin J. Fellows, Head  
Pharmacology Section"

When the Associated Distributors and RCA Promotion Department decided on a view-yourself TV demonstration at the Electrical and Television Exhibit held at Indiana State Fair Grounds in Indianapolis, they called on the TV Demonstration Group. George Closs and Tom Campbell set up a booth (see photo this page) where an estimated 35,000 persons looked on during the 72 hours the equipment was in operation.

Another new development in the group is the addition of Jim D'Alesandro who changed places with George Costello. George is back in theatre service at Radio City, New York whence Jim came.

## See Yourself on TV



George Closs checks equipment while Tom Campbell (center) chats with an early arrival at their booth in the Fair Grounds at Indianapolis where the Demonstration Group put on a "see yourself on TV" show.

## 3 Southern Circuits Sign For RCA Theatre Service

Walt Gilreath and A. S. Riley, Dallas Manager and Supervisor respectively, teamed up with Theatre Equipment Sales Representative Harry Paul to put three Southern circuits on RCA Theatre Service.

For the ninth consecutive year Paramount-Richards Theatres, Inc. of New Orleans placed 62 locations on service agreements when N. L. Carter, Assistant General Manager signed for the circuit.

Sound service agreements were also made with United Theatres, Inc. and Dixie Theatres Corp. both of New Orleans for 22 and 15 theatres respectively. M. H. Jacobs, President of United, and Vice-President Don Stafford of Dixie handled negotiations for their circuits.

## New RCA Records on Top This Spring Easter Millinery

### Takes New Tone

RCA Victor's latest record offering---the new 45 rpm seven-inch disk---which is sweeping the country, found its way to the top with the advent of Easter and Spring fashions.

Sally Victor, famous milliner designer, produced "un chapeau" which took the form of a white crocheted bonnet trimmed with the new RCA brightly colored, translucent plastic records. The original creation has a navy taffeta ribbon interlacing the disks with sprigs of white lilac peeking through.

Another hat style employing the disk came from one of our own members in the Service Company with no reputation or previous experience in millinery design. However, we think that the title, "Tops Them All," is apropos for the result of Paul Melroy's inspiration. Paul, who heads the Government Service, heated a twelve inch vinyl disk on the kitchen stove, and bent it to head size. Holes at each side hold under the chin ribbons, while a spring on top serves as mounting for a new seven-inch. Flower trim completes the design.

Dorothy Kirsten shows off Sally Victor's creation while Arabelle Duff models the result of Paul's inventive genius. (See photos below.)

### Brimming Over



### Tops Them All



# Spring Brings New Branch Openings

## Improved Facilities Noted In New Program

George Fish, TV Facilities Manager, and his men have been as busy as a war-time apartment seeker. They've been on the job getting new locations for TV Branches, and with the coming of Spring they're setting up facilities for a number of shops. Four recent openings at Bridgeton, N. J.; Collingdale, Pa.; Rahway, N. J.; and White Plains, N. Y. are highlighted in photos on this page.

At Bridgeton Manager Paul Mathews is now serving Cumberland and Salem Counties where TV is on a definite upswing. RCA Victor Dealers gave Paul and his staff a warm reception with large display advertising in local newspapers and spot announcements on two nearby radio stations.

In Collingdale Walt Riddiough and his staff made a move from their crowded Bryn Mawr locations to take over the Service Company's largest TV service branch. Functional design is the keynote, and individual service benches complete with test equipment offer the most modern TV service facilities yet designed.

Bob Gray, North Jersey District Manager, and Bill Bergstedt, Fords Branch Manager, are very pleased with their new quarters at Rahway, N. J. They are in the process of moving to the new location as we go to press.

The pride of White Plains, N. Y. is now RCA Service Company's new antenna array atop the new TV service branch, Marty Barnabic and his staff are proud of the whole setup where they are now centrally located to serve the Westchester area.

### North Jersey Smiles



Bob Gray (left), North Jersey District Manager, and Bill Bergstedt, Fords Branch Manager, receive news that they are to occupy new expanded quarters in Rahway.

### White Plains Manager



Marty Barnabic

### Collingdale Manager



Walt Riddiough

### Pride of White Plains



White Plains Tower, they call it, can be seen all over town.

### Keys to New Kingdom



Stan Domzalski turns over keys of new Collingdale TV Branch to Manager Walt Riddiough as the Bryn Mawr boys prepare to move into their new quarters.

### Bridgeton TV Staff



Smiles prevail as RCA Service opens a new TV branch in Bridgeton, N. J. Members of the staff shown above include from left: Harold Taylor, Manager Paul Mathews, Betty Jane Peterson, Arthur Hepperlin and Charles Tomlin.

# Service Tips for Theatre Engineers

Edited by ED STANKO  
 Technical Section  
 Theatre Service

## Check Operation of Emergency Switches

Be sure to check action of emergency switches on 240-230 systems. Failure to do so causes contacts to become oxidized.

G. H. Bleeker

## Inspect TA-7381 Amplifier Switches

The filament and plate switches in WE amplifier TA-7381 have been found to be a source of noise if they have not been thrown for some time. I had one case where the filament switch collapsed during the show.

W. H. Reasin

## Monitoring PG-251 System

Installation of an MI-9433 in-car speaker on each channel of a PG-251 gives excellent monitoring of amplifier output at all times as well as proper speaker volume for all field speakers. Changing the taps on the output transformer of the MI-9359 amplifier to the next higher tap will give higher output to field speakers allowing lower fader control settings.

J. M. Meyer

## Motiograph Amplifier MA-7505-A

Unstable operation of both 6L6 tubes in the Motiograph amplifier MA-7505-A can be corrected by insertion of a 100 ohm resistor in series with the grids of each tube at the tube base. Wiring diagram of this amplifier does not show this resistor, but Motiograph's later diagram shows the resistor in the amplifier circuit.

H. H. Frazer

## WE-310-B Tubes in 91 Amplifiers

For some time it has been noted that the WE-310 tubes in the second stage of the 91 amplifier had a tendency to draw excessive current and cause distortion of the sound as well as loss of volume. Recent tests have indicated that this condition is caused by the high screen grid voltage on this stage (approximately 100 volts). A number of these tubes which are unsatisfactory in the second stage of this amplifier have been tried and found to be satisfactory when used in the first stage where the screen voltage is approximately 30 volts. Present stock of tubes seem to be greater offenders in this respect than were tubes of the pre-war type.

D. W. Chambers

## Lens Cleaning

A good lens cleaning formula will bear repetition for those who do not have it. It is excellent for cleaning opticals and prisms, as well as many other types of lenses.

Distilled water	3iv	)	to fill
Grain Alcohol	3ii	)	6 oz.
Nitric Acid	gttsiii	)	bottle

C. R. Shepard

Editorial Note: Do not use this cleaning formula on coated lens because the nitric acid might remove the coating. (gtts means 3 drops.)

## Using PM Speaker in Emergency

A metal re-entrant speaker such as the Type J (16 mm) speaker makes an easy and very satisfactory emergency replacement for an HF speaker unit which will work adequately for a complete speaker replacement. Due to the flared horn, distribution of sound is excellent. Connecting this speaker takes only a moment or two and needs no field supply. In event of field failure it is easier and quicker to connect this speaker than repair the field supply. Permanent repairs to the equipment can be made later.

R. Clagett

## Cleaning No. 21802 Exciter Lamp Switches

When installing #21802 exciter lamp changeover switches they should be cleaned with a solvent such as kerosene or carbona. The contacts of switches are coated at the factory with a heavy grease which causes a high contact resistance, overheating of the switch blades, loss of spring tension and burning of contacts.

After switches are cleaned a light coating of machine oil should be applied.

G. Benjamin

## Removal of Motiograph Rot. Stabilizer Assembly

Some time ago I had to remove a drum shaft on the above head, and found it very difficult. In order to get the stabilizer wheel off, I removed the motor and bracket. Then after the spanner nuts are removed, the shaft can be taken out. It seemed like an awful lot of work, but at the time, I could see no other way. On a recent service call, I found a locking clamp on the operating side of the soundhead just over the stabilizer drum shaft assembly. This locking clamp is similar to the one that holds the Brenkert movement in place. First remove the reflecting lens that is bolted to the soundhead (this can be scribed for exact replacement). Then loosen the clamp above the drum shaft. Next remove the nut from the stabilizer wheel, and while the pressure roller is held up, pull the drum shaft. The whole assembly will pull out very easily for inspection. The drum shaft can then be removed while it is on the bench. The entire unit can be removed in just a few minutes, whereas if the unit is removed as before, it is quite a job. I don't recall seeing any dope on this operation in the Motiograph books, so am passing it on for the rest of the boys.

E. A. Doyle

# Camden and District Office News

## HOME OFF. *M. Jans, T. Leggoe* *A. Penny, T. Morrone*

Personnel wishes to extend a welcome to its newest employee, Jim O'Connor, and also extends best wishes to Jane Ubiel. Jane announced her engagement to Charles Nash on March 31, 1949.

Did you fight fans know that Eddie Grosa, veteran South Philadelphia lightweight who defeated Percy Bassett, is an RCA Victor employee?

Payroll's Fred Schwartz brought the bowling season to a smashing finish. In demonstrating his technique, and simply dazzling the women with his footwork, Fred lost his footing and plowed through the cashier's cage on WO-3. Can't say the man doesn't put everything into it.

Good luck and speedy recoveries to those on our sick list---Dot Pelletier, Lillian Slomick, Dot Flynn, and Joe Brown.

A former Sales Accounting employee, Jim Short, recently came to the rescue of Joe Brown who was in need of a blood transfusion. Nice work, Jim.

Well picnic time is with us again and that reminds us---have you noticed George Rose's lunches!

Bill Jones, Manager of Industrial Service Section, can well afford to be proud of his two sons. The twins, John and Bill III, are really outstanding students. Bill was a star on the All State football team in 1948, had a lead in the Junior Play and is Vice President of the Student Council. He also was recently elected a member of the National Honor Society. Both boys are honor students at Merchantville High School, where they are co-captains of the 1949 football team.

Congratulations to Tom Bannan, Service Publications, on the birth of a daughter who will be named Kathleen Anne. Tom has hopes that Kathy will become our first woman president, since she was born on February 12th.

Welcome to Edith Whiteside, Elaine Falls and Jean Estilow - new faces on WO-1.

Steve Niessen creates quite a stir when he passes thru the office in his fireman red shirt. Everyone swears that the temperature goes up 20 degrees!

Anyone interested in the "techniques of oyster digging" should see Mearl Tilden or Bill Zaun. We hear that they are experts.

Roy Parker of the Advertising Department has waited all year for fishing season to open in Jersey. Thus, he took an early vacation and at this writing he is somewhere in the wilds of South Jersey in search of fish. We hear he pulled in ten on opening day. How are you doing now, Roy?

Employees of the Home Office wish to extend their condolences to Elsie Markley, who recently suffered the loss of her father.

## DALLAS *W. Gilreath*

E. M. Karcher, Field Engineer, was very proud when he heard his son Robert had been made an Eagle Scout. Robert, until recently, was a member of Troop 143, Minneapolis, Minnesota, where he rose from Cub to Life Scout, and as a member of Hattiesburg, Mississippi Troop 17 he received his Eagle award. This comes as a climax in a long record of service with the Scouts, during which he has held every office. At present he is Senior Patrol Leader and was recently called upon to participate in

a local radio broadcast during Scout Week, at which time he expressed his pleasure and personal satisfaction in the hard work he has put into this fine movement.

## NEW YORK *W. Hardman*

E. D. Clifton has been permanently assigned as theatre sound engineer headquartered at Poughkeepsie---our new territory. Mr. Clifton has been with RCA for over 17 years and has spent most of this time in theatre service work.

## KANSAS CITY *P. Connet*

We recently received word from C. H. Speckman, up in White Bear Lakes, Minnesota, that the opening of both old and new drive-ins has presented many problems. However, he is grateful for the humor that frequently enters into a situation to relieve the strain. An experience he lists as a "gem" is as follows: An exhibitor was waiting for the installation of RCA-Brenkert equipment and some vital parts had been back-ordered. Both he and the dealer were anxious to get the job moving, and the following telegram was recently forwarded to Engineer Speckman: "Do you suppose the installation can be completed now. Wreck the fires arrived today." Could he have meant "Rectifiers?"

# Television Branch Notes

## CAMBRIDGE *W. Murray*

With all the changes being made around here we wonder if Paul Wagner will recognize the Branch when he returns from his "short visit" to Camden.

One of the nicer changes was the addition of two new members to our office force. Nancy Farr has been assigned to the Branch Office and Marie Mottla has been assigned to the District Office.

The gleam in Frank Zwicker's eyes becomes brighter every day. Can it be that he realizes that he is slowly driving the non-billables mad?

We think our new parking lot presents an inspiring sight when all the trucks are parked there in the early morning and evening.

## CLEVELAND *D. Rochlus*

We bid fond farewell to Dave Conover who has been transferred to Akron. Lots of luck, Dave.

Nick Guba, Wendy Friedl, Walt Haynes, Jim Graycar and Jack Lashinger have been up in Erie the past couple of weeks making surveys prior to the opening of a new Branch Office.

Organization for a soft ball team is underway and judging from the gratifying response from the boys it should be quite a success.

Two trainees from Pennsylvania have been brightening up the office - Erieites Ernie Wollesen and Jim (Happy-Happy) Burns.

## CLIFFSIDE PK. *E. Steinkraus*

Bowling of the Cliffside Park Branch league finally came to an end with the real winner being decided by the playoffs. The Converters, captained by Jack Reefer, came thru on top. Needless to say, everyone had real enjoyment and was sorry to see the season end so quickly. The real

climax came with a dinner-dance at the Skyline Inn and was a huge success. Prizes were given to the various winners, with Jake Boccher receiving the lion's share. Miss Lillian Anderson showed best for the girls in winning the "high three games series" and "high average for the season" awards.

Cliffside has now moved into the softball season and has a team entered in the industrial league. We also welcome challenges from other branch teams.

With the opening of the Bayonne Branch in the very near future, the Cliffside Branch will be losing some of its most talented personnel, so we want to take this opportunity to thank them all for the swell cooperation given.

Frank Long, our former head end man, is now working with facilities and doing a bang-up job. Just take a look at the Bayonne Branch. Congrats, Frank.

### FT. WORTH *T. B. McDaniel*

At Easter Season we usually think of bunny rabbits and baby chickens and of who is going to get the most Easter Eggs. Not so with the Porters! No, Sir! They were looking for the stork, and sure enough he arrived with a 9 1/2 lb. baby girl. All three are doing fine. Horace started his vacation the next day. We wonder who is going to enjoy it most.

Our very capable Manager, and about the best guy in Texas as far as we are concerned, Les Holland by name, has been assigned the managerial duties of both the Fort Worth and Dallas Branches. He can be assured of our utmost in cooperation and support.

We welcomed a visit from our District Manager, Mr. Sid Baker, last week. We hope he enjoyed the few days he spent here as much as we enjoyed having him. Incidentally, he is still passing out "segars."

### GLEN ROCK *H. Forscutt*

Class nite at Glen Rock continues each Thursday. Ray Fusco has taken charge of things and arranged a series of interesting lectures on the various phases of our work. Ed Chalbert and Guy Oddo, along with Walt Fox, have lectures in our first three sessions.

The Rock extends its welcome mat to the following new employees: Anne Francis, telephone girl, and Ralph Heinrich, Bob

Ochs, Harry Minnick, Cal McCarthy, Doug Deane, O. B. Eakin, and Dave Bean, installation helpers.

Plans are all set for us to participate in the Glen Rock municipal softball loop and Sal Alaimo, of the office, is acting as team manager and handling all the details that go with the job. Practice is expected to start any time.

O. B. Lyle, Service Supervisor, and Bill Povilaitis, Installation man, are both sporting big smiles and passing out cigars---both are proud fathers of sons.

The vacation list is up and, as always, there's a terrific struggle as each gent tries his best to get the time he has selected. However, as of now, most of the faces sport smiles, as almost everyone got his "pick of days."

Good luck to Willie Unrath who left us to study at the University of Alabama.

Installation man Harry Miller, who has been toiling like a beaver, is all set to forget the whole thing and take a nice two week cruise to Cuba by way of the active Naval Reserve. Nice work if you can get it.

### NEWARK *A. Padner*

Bowling is now over in the Branch League and Inter-Branch League; and our shop, thanks to Messrs. Hellewell, Svoboda and Anderson, did not wind up in the cellar. All you co-workers interested in obtaining lessons from a professional, see Bernard Hyde---he stole top honors!

Talk of organizing a softball team is heard as John Newman rounds up the boys. How about you other branches following suit so that we can have another Inter-Branch League. We're even talking about uniforms and dues. Come on you fellows, what do you say---you'll have the girls for a cheering section.

Serviceman Horace Anderson finds his height rather annoying at times. Andy is that "handy size"---5 ft. 2 in. It seems that a lot of customers complain that he never makes the calls, altho' they do admit that a Service calling card is left. Our only answer to such complaints is "Ladies, look down next time and you'll see him."

Atom Bomb Tom Hritz is now supervising Service. Eddy Schaeffer has become Installation Dispatcher and Lenny Swiatowicz took over Eddy's duties in the stockroom.

Our advice to you, Joe Payne, is from now on not to lean against any more stores

or you'll soon run out of jackets or perhaps go up in smoke yourself.

It was a quick Hello and Good-Bye to Chief Trouble Shooter Joe Shuskus as he left our Newark Branch again, when Camden sent out its SOS. Good luck, Joe, wherever you are going.

The boys have responded very well to the Wednesday nite classes sponsored by Henry Collings and John Gruskus. Could it be those get-togethers after class to discuss more TV News over a glass of brew.

We wish to thank the New York boys who were loaned to us for a week to help bring down our back-log.

Yours truly is retiring into private life, and would like to take a bit of space to thank all my co-workers for the lovely send-off and gifts they presented to me. I'd like to say Good-bye to my former bosses Mr. R. C. Gray (now District Manager), Mr. W. Fox (now Manager of Glen Rock) and Mr. Jim Hellewell. It was swell working for you and the Great RCA Corp. So long for now!!

### WHITE PLAINS *H. Hansen*

Now that our new shop is operating in full swing, credit is due Vince Luna, John Dickey, Charles Chatterton, William Rosenhagen and William Maker for installing the antenna system and setting up the projection, TRK and service benches. At the same time, Bill Starkey was busy setting up his stock rooms.

We wish good luck to Thomas Kelly who was recently transferred to Manager's School in Camden.

Congratulations to Bob Ehrling, Office Personnel, who did a wonderful job plugging the Group Life Insurance plan. Our branch is 100% enrolled.

Ken Foran, Installation Department, has completed the Cross Over Training Course. Henry Cartledge, of the same department, started the course on March 28th.

Welcome to Mrs. Carrie Lines, our new switchboard operator.

This beautiful spring weather finds Philip McGovern, Service Department, operating as carpenter, plumber, mason and electrician, as he builds his own home in Hawthorne, New York.

Charles Bleakley, formerly with Service Department, has joined our office staff as Installation Dispatcher.

Best wishes for a speedy recovery go to Neils Krantz, Installation Department, who recently underwent an operation.

Bill Starkey, our genial stock clerk, is organizing a softball team. Let's go!

Ernie Faucher, Service Department, is sporting a new Plymouth. Take it easy - and watch those fenders, Ernie.

# Tips to TV Teams

This month we find TV Twerpmire in a customer's home refusing coffee and a tip---an amazing display of willpower for him. However, his "halo" departs with the suggestion that he make himself at home while repairs are made on his torn coat.

By now all TV Technicians should have read the Service Company's latest customer relations publication "The Care of Television Customers." Thus, they realize that acceptance of gratuities is beneath the dignity of their work, since they are to leave each customer with the most favorable impression of their service and their company.

A good deal of sound advice is contained in the new booklet, and it is a good idea to have one handy for reference from time to time. Not that it will solve all questions in contacts with customers, for no two problems are ever completely alike. However, it offers guidance for conduct in the presence of customers who look upon each RCA Service Technician as Mr. RCA.

## CARE OF CUSTOMER'S PROPERTY

One of the most important points to keep in mind when installing or servicing TV receivers is discretion in working as well as in speech. The fact that insurance statistics indicate more accidents happen in homes than anywhere else does not excuse you for being careless. Don't be an accident going to a customer's home to happen. A customer won't understand how you could trip over a lamp cord, leave fingerprints on upholstery, burn a hole in the rug with your soldering iron or cigarette, etc. By exercising care, you can leave the best impression with each customer.

## NEW AID AVAILABLE

In this respect the Service Company is currently forwarding a new Technicians' aid to all TV Branches. We refer to a drop cloth for use in customers' homes. Attractively designed, it is made of four foot square durable seamless duck cloth, and should be laid out in a convenient spot where you plan to work. Tool box, tools and materials may be set here to eliminate danger of soiling carpets, floor or furniture. It also offers a catch all for scraps cast off from your work. So don't be a Twerpmire! Use the new drop cloth.

# BUY PEACE BONDS TODAY!

SIGN UP FOR REGULAR PAYROLL DEDUCTIONS

## Drop Cloth for Service Care

