

# RCA SERVICE COMPANY

# NEWS



MAY, 1952



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## SERVICE COMES HIGH

**J**OHN DEARING would stand on his head on top of a spire a quarter-of-a-mile above the sidewalks of New York, if anybody was interested.

When he fashioned a cap to do just that, nobody was interested.

Fact he makes the climb is as much as any observer has been able to take to date, including a girl reporter for *LIFE* and an idea man for Anaconda Copper, who thought John's job would interest the man in the street. (Anaconda supplied some 5000 feet of coax line for the antenna system atop the Empire State building).

John B. Dearing is supervisor of TV installations in T. Griffin's Broadcast Communications Service group. For a year and a half, he's been in charge of setting up the multiple antennas atop New York's and the world's tallest structure.

He has climbed the dirigible mooring mast and crawled up the 222-foot antenna tower nearly 300 times.

When he stands upright on the lightning rod at the peak (see photo right), his head is 1477 feet, ten inches above the street (he's five-foot-ten).

Most people have seen pictures of him up there in *LIFE's* April 4 issue, also the 180-degree shot earthward he took. These were made 'round three one afternoon in March, when the 13 very high-frequency transmitters were going full blast: three FM, five TV-picture and five TV-sound.

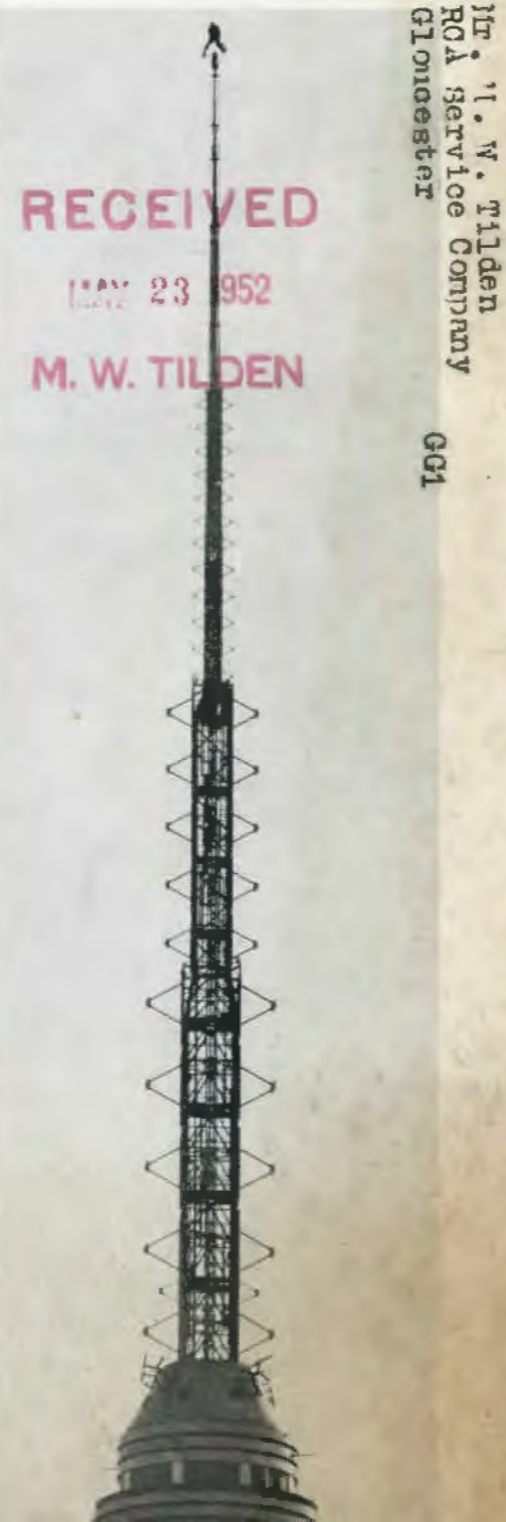
Just any daring steeplejack couldn't make the climb, when the heat's on.

(Continued on next page)

Dearing's the dot  
at the very top

**ALLIES CELEBRATE** success—Vice President Jack Boksenbom (center) awards prizes in distributor Sweepstakes drive to Elmer Hamburg, pres. Hamburg Bros. (2d from l.), at Hamburg hqts., Pittsburgh. Mr. Hamburg, with 241%

of quota, led pack in TV factory-service-contract sales with sets. Others (l. to r.): Ralph Will, gen. sales mgr., Hamburg Bros.; Don Stover, Service Co. Pittsburgh dist. mgr.; Boksenbom, Hamburg; Jules Haar, Hamburg Wheeling (W. Va.) branch mgr.



RECEIVED

MAY 23 1952

M. W. TILDEN

Mr. M. W. Tilden  
RCA Service Company  
Gloucester

GG1



## RCA Means Equality for All



Frank Folsom

**I**T IS THE POLICY of the Radio Corporation of America that there shall be no discrimination in its employment practices based on race, color, creed, or national origin.

With this declaration, President Frank Folsom opened his statement, April 16, before the Labor & Labor-Management Relations subcommittee, Senate Committee on Labor & Public Welfare.

The RCA president's words left no doubt in committee minds the company still holds to General David Sarnoff's affirmation with the Government's stand "in spirit and letter." (The board chairman served on Roosevelt's Committee on Fair Employment Practices.)

"This fundamental attitude," Mr. Folsom continued, "in effect since RCA's founding in 1919, applies to all of the corporation's activities in

Governmental as well as civilian fields.

"Original employment by RCA, or any of its divisions and subsidiaries, is based on the applicant's fitness and suitability for the work to be done. Job retention and promotion to greater responsibility are based on the same credentials, plus the worker's record."

He described the aggressive program RCA maintains to further race relations within its communities.

"An excellent example of the corporation's policy . . . is found in RCA Victor division's activities among Negroes," he said.

The program begun in '41 at Indianapolis, where Negroes were employed in factory and office, was outlined.

"The results were so successful that the Indiana State Chamber of Commerce gave RCA Victor special recognition . . ."

"RCA Victor's program in Cincinnati, developed carefully and gradually, is now being followed by others in the same community."



### SERVICE HIGH con'd

It must be done on a clear day. Wet clothes could create an arc. Leather gloves and rubber shoes are helpful. John also wore a carrier cap for the occasion.

In fact, there were two events. First, he went up with the rare 180-degree lens to shoot for *Anaconda*; a week later for *LIFE* to aim at him. A big-name cameraman tried to follow but gave up.



Picture of John standing on the lightning rod prongs was taken from on top of building at 42nd St. and 5th Ave.

The wind blows and the tower s-w-a-y-s—it sways above the rocking dirigible

(Continued on page 16)

After climb, John relaxes in his office



## SWEEPSTAKES

**F**ROM WEIGH-IN to photo-finish, the RCA Service Sweepstakes was one of the most important promotions that the Service Company ever put on.

Across the land, some 500 distributor salesmen lined up at the starting gate. The goal: to sell the most RCA Factory-Service contracts with RCA Victor sets: "Television's Greatest Combination."

### Real Payoff

The prize: a purse, naturally, but the real payoff—a satisfied customer. A recent national survey proved that more RCA Victor customers who buy RCA Factory Service buy RCA Victor again.

The distributors bought the tip.

The *Sweeps* were run simultaneously on three tracks: Kentucky Derby, Preakness, and Belmont Stakes.

In the *Kentucky Derby*, Hamburg Bros., Pittsburgh, won. Morris distributor, Birmingham, placed; Inter-State Supply, St. Louis, showed; Electrical Supply, New Orleans, was fourth.

**Preakness:** Morris distributor, Syracuse, winner; Main Line distr., Toledo, place; Ohio Appliances, Dayton, show; RTA distr., Albany, fourth.

**Belmont,** RCA Victor distr., Rochester, winner; Morley Bros., Lansing, place; Eastern, Boston, show; Southern Wholesalers, Washington, fourth.

Each week, distributors were supplied with reports to keep tabs on their own and rivals' progress. Tip sheets carried photos and stories on leading salesmen.

### Clem McCarthy

Highlight was the *Sweepstakes* 45-rpm disk, sent out to all entries. The script, narrated by Clem McCarthy, famed horse-racing announcer, made exciting listening.

Special bulletins broadcast news of smart jockeying stretch by stretch.

In the RCA Victor **Regional Managers'** stakes winners were, in the following order: V. A. KAMIN, R. M. MACCRAE, L. E. SWANSON, W. L. ROTHENBERGER.

In **Home Instruments** salesmen's stakes: J. K. SAUTER, G. P. LOHMAN, D. N. PETERSEN, C. V. BRADFORD. In **TV-service district managers'** stakes: BOB PEARD, DON STOVER, BOB NEWTON, SID BAKER.



# EFFICIENT JOB: Happy Customer

**Y**OU DON'T NEED AN ELECTRON MICROSCOPE to discover perfect customer relationship in *Operation Andrews*.

The Houston cotton industrialist says young Branch Manager JACK WALTER has "qualities of leadership . . ."

Jack Walter, in turn, reports that ex-Assistant Secretary of the Navy Mark Edwin Andrews and his wife are "perfect customers."

Both Admiral Walter A. Buck, RCA Victor vice president & general manager; and Admiral Edwin Dorsey

shop. He and one assistant installed all the equipment, and, in two hours, had the entire unit in operation . . .

"The two of them had some 'tuning up' to do, but by four it was all finished, and they were on their way . . ."

Concerning Manager Walter, Mr. Andrews wrote Admiral Foster:

"He has a fine personality, boundless energy and real qualities of leadership . . . His employes like him and are loyal to a most unusual degree. They are proud of their outfit . . . Most of his men are Navy-trained, and they show it . . ."



"GEORGE COVINGTON was loaned by San Antonio, a fine aid." Manager Walter also expressed appreciation of mgr. JIM COCKE and S. N. McINTOSH, regional sales office, Dallas; BILL BOHLKE, Custom Service manager; and JACK ZABOR, also home office.

Jack Walter, 26, got his present post last October, after running Memphis for two months, his first assignment here. He quit as a junior engineer at Philadelphia Electric to "get into administration with a growing company."

He has an EE from the University of South Carolina, and took up industrial engineering at night at the University of Pennsylvania. At both schools, he was an "above-average" student. During the war, Jack was in Naval air-cadet training. He's married; lived in Bala (outside Philadelphia) before going south.



PLEASED WITH SERVICE, customers and Houston technicians gather on terrace of the Andrews home. They are (l. to r.): Arno Droske, Don Golden, Les Hart, Gene Divine, Mgr. Jack Walter, and Mr. & Mrs. Mark E. Andrews

Foster, vice president & director of planning, have been appraised of the performance of Jack & men.

The retired admirals happen to be friends of the recent Navy secretary.

It started with Andrews admiring a "wonderful RCA Berkshire secretary model" TV-AM-FM-SW-Phono set. He inquired of the Houston office how he could get something of the sort.

Jack saw him next day at his home, and a few days later, located a Berkshire breakfront unit in Dallas, which he suggested to Mr. Andrews, who liked the idea.

The job was scheduled.

Mr. Andrews describes the installation in his letter to Admiral Buck:

"I never saw a more efficient operation . . . They arrived in two panel trucks and Jack Walter's own car. He immediately assigned each man his job, and they went to work. In almost no time, they had the bottom half of the unit in place.

"While they were unpacking the top unit, he had one of his men putting the equipment back in the bottom unit. As soon as the top unit was unpacked, they got it in place. Then he sent the others back to the

"The Breakfront is operating perfectly. We much prefer the television reproduction of this set to any we have seen. The picture is clearer and brighter . . . It doesn't have that greenish background that you get when you look right at the tube."

About all this, Manager Walter says:

"Their work (his tech's) was typical of men on their own every day of the week. Special credit goes to ARNO DROSKE, the bench tech. He was able to get the jillion pieces of this unit together and operating in an extremely few hours. To customers, he is generally regarded as Mr. RCA.

"Also, GENE DIVINE, I & S super, has been a consistent help in this branch. He has enabled the manager to take an occasional afternoon for golf with dealers.

"LES HART is a recent addition. He worked in Fort Worth, was sent here for antenna and service work. He was given the job of handling new installations during the I & S super's two-week absence.

"DON GOLDEN is a very new man to TV—the result of a gamble. He was hired because of intense interest expressed in an interview. He is our top installation man.

Former assistant secretary of the Navy admires his Berkshire installation







## Look What this Acorn Sprouted

by  
Bernard L. Grossman

**T**HE RENAMED MIDTOWN, New York, TV branch now is housed in a big three-story building a few blocks from the heart of Manhattan.

Since November 1, last year, the former L. I. City office has taken up 30,000 square feet of space, at 229 West 66th St. When it opened, in 1946, as the

**HUDDLING** for TNT blast with Midtown Mgr. Tom Hermida are (l. to r.): Irving Elwin, I & S super; Hermida;

company's first branch, it occupied only 720 square feet in Long Island City.

First floor of the present structure holds the shop, stockroom, cashier, supervisors' offices, sales department, and garage space for 20 trucks.

On the second floor, 65 trucks are kept and cabinet shop maintained. Third

Bill Fowler, contract sales; Harry Palsey, branch sales super; Bern Grossman, regional sales coordinator

floor houses telephone rooms, general office, and manager's office.

Within six years, this branch has expanded its quarters 41 times.

From an office force of five, headed by CONRAD ODDEN, now New York district manager, the number has increased to 140.

During the first December, in '46, the chapter used 250,000 feet of transmission line. In Dec., '50, more than 1,000,000 feet were used by branch technicians.

Within the small store on Skillman Ave., the basic pattern for our national operation took form. From this nucleus came men now in important company posts.

From here are three Award of Merit men, for instance: CONRAD ODDEN; TV Operations Manager BOB GRAY; Baltimore boss HARRY BOWES.

It was from L. I. City that GODFREY RENDELL's men serviced the 600-odd Manhattan prewar TV receivers. (Rendell now is stationed at RCA Exhibition Hall, N. Y.). Unable to get a picture from the antenna on their roof, they set up one atop an apartment building 200 feet away.

Shortages were real in the early days: only one phone was to be had. This was reserved for incoming calls; outgoing were made from a nearby candy store.

In '46, new trucks were out of the question—Conrad picked up some discarded by a pie baker and diaper company. The present structure has space for 85.

The boss got materials wherever he could, but was absolutely up against it for storage space. He soon had to build a second floor, which brought the first-floor ceiling down to six feet!

When asked to take on this TV chore in





# MIDTOWN MANHATTAN – *three floors at work*

'46, Conrad Odden was installing movie sound. He switched only after being assured the job was temporary. He hasn't had time to recollect Photophone since.

First responsibility was to see that no installation bottleneck interfered with the new product RCA was bringing off the lines, distributing over the nation.

Before TV could be sold, dealers had to be equipped with demonstration sets.



**FIRST IMPRESSION** of customer entering N. Y. office is favorable. At work (l. to r.): Irving Elwin, I & S super; Josephine LaSalla, Louise Marchetti, Rita Clynch, Ed Biolkowski, office mgr.; Betty Stiver



**HOSPITAL** for TV chassis, second floor, with (l. to r.): Jack Badaracco, Howard Spencer, Jerry Reeves, John Durac, Al Martin, John Branley



←  
**GARAGE**  
for  
trucks is  
on 2nd  
floor

As fast as they were equipped, came the call for customer installations. Daily, Manager Odden added to his staff.

His branch served an area now covered by eight offices in New York, seven in North Jersey, and four in New England.

Next year, Odden was named district manager; STAN SYMOLON took over as branch boss (see page 19). Need for more office space was clear.

By '48, branch accounts numbered 8000, and new quarters (Continued on page 6)

→  
**PHONE GIRL** battery and other office people on third deck are (l. to r.): Helen Walsh, Mary Geppert, Doug Ambrose, field super; Rita Savino, Adele Gastiche, Dorothy Gould, Don Miller, consumer relations boss.

Ann McAleer, Grace Walsh, Morilyn Geisler, Peggy Kotick, Lee Strauss, Edith Grondy, Dot Mucci, Ted Buraczewski







Orin Coulter at home

## 22 y'rs on pleasant 600,000-mile road

**N**OTHING UNUSUAL HAPPENED ON ORIN COULTER'S Technical Products' run last month: no emergencies, just another theatre on the point of signing—so, he filled out his report with a few thoughts. "Next month, I'll be entering my 23rd year with the Service Company," he wrote, "and the years have been the most interesting of my life."

He disclosed he's driven more than 600,000 miles for RCA: "Maybe some kind of record."

He continued: "It has been a great experience to have been in contact with the fine men at the head of our company. During my illness a few years back, they were more than considerate. . . . The guiding hand of ART JACKSON (Coast district manager) has been most enjoyable. And, believe me, the engineers I have worked with in this district have been of the best.

"I know that as long as we have such fine leadership and good fellowship we cannot lose."

When the report turned up on Vice President W. L. JONES' desk, he wrote Field Engineer Coulter an immediate reply:

*. . . I just wanted to let you know I found your remarks very interesting, and that I think there are not many greater satisfactions than to be able to look back over a long period of congenial work with people who are agreeable and considerate.*

*I feel that is one of the things which makes our Technical Products field organization outstanding.*

*I know that many others, as well as I, join in the comments you have made about our organization—and we intend to keep it the same way in the future.*

### Hoppy from Start

Orin was taken un by CHARLIE HERBST in San Francisco in 1930. In early movie-sound days, the work was hard, the hours long, but he was happy in it from the start: "I found the job I wanted and have never had a desire to change."

Coulter became an infantry sergeant in World War I.

For a while, after that, he followed his father in railroading, was sent to a school maintained by GE to train engineers to operate the new electric locomotives.

This gave him a new interest: electricity, and from there he leaped on to radio, after listening in on a whisker set.

Orin went back to night school in a hurry, hired a private tutor to teach him electronics; spent several years as radio serviceman, was radio-service manager for a large Oakland concern on taking the RCA examination, given by GEORGE UREY.

## Sounds Off for Service

**I**N THE SERVICE BUSINESS you get used to letters from customers, some weighted with complaint, others bubbling with praise. But when a theatre manager takes pen in hand and starts drawing roses, that's news.

Out in Rock Springs, Wyoming, Owen W. West, of the West Theatre, was plagued with sound troubles. No longer, though, thanks to BILL LARKIN, of Salt Lake City.

"All your employes who serviced our theatre have been fine," wrote West, "but you have one gentleman, Mr. Wm. Larkin, who, in my opinion, is one of the finest service engineers it has been my privilege to meet. He is not only courteous, but hard working, can remedy the trouble."



Bill Larkin is pictured against sagebrush & mountains of his territory

Bill knows movie equipment inside and out. His first job, held from when he graduated from high school ('29) until he joined this company ('50), was as projectionist. He did have four years out in the Signal Corps. After that, he filled in as projectionist, and ran his own sound-repair shop.

Bill Larkin spent younger days round logging camps, in Grays Harbor County, Wash., where his father was cook.

He worked out of Great Falls, until switched to Salt Lake last year. His territory—parts of Montana, Wyoming, Idaho, Utah, Nevada—is largely favored by blizzards.

### MIDTOWN MANHATTAN continued

were found in 28th St., L. I. City.

Three years later, accounts were bulging through the walls. Again much more space was needed—at least three floors of it.

Today, Manager TOM HERMIDA's big problems are parking and traffic. And, in New York, everybody wants things fast.

He has others. Last year, a call came in at 5:30 P.M. for an installation at the Waldorf Astoria, where Italy's Premier de Gasparri would put up. His liner docked at 5 P.M. At 7, he would see the telecast of his reception. Incidentally, the technician was required to speak Italian.

In addition to Odden, Gray, Bowes, Symolon and Bill Lutz (see page 19) "alumni" of old Skillman Ave. are:

JOE ECKENRODE, district trouble shooter; ED BIALKOWSKI, office mgr.; DUN MILLER, TED BURAGENSKI, supers, all Midtown, and the following branch heads:

HAROLD CHRISTIAN, N. Pittsburgh; ED WOZNIAK, Bushwick; FRANK KING, Bronx; CHARLES CONDIKE, Flatbush; BOB SCULLY, Bridgeton; ART THIEL, Jacksonville; RAY BENTLIFFE, New Haven.

Others are ANDY HILDERBRAND, Government's Army and Navy contract mgr.; JOE LIGHTOWLER, chief tech, Bronx; NOEL GORMAN, chief tech, Springfield Gardens.





# CONTACT

## for RCA Field Engineers

*with U. S. forces the world over*

PUBLISHED BY THE RCA SERVICE COMPANY, INC., AN RCA SUBSIDIARY, FOR ITS GOVERNMENT SERVICE DIVISION

## N. Atlantic Turns Up "Biggest Contribution"

**I**F CERTAIN TRANSMISSION "SUCCESSSES" continue in the North Atlantic, JOHN HEFFERNAN will have made the biggest individual contribution to the defense effort of anyone in the Government Service Division.

Up to the middle of May, all that the home office knew about this probable engineering masterstroke was contained in a letter to Vice President P. B. Reed, from Brigadier General E. Blair Garland, commander of the Airways & Air Communications Service, USAF.

According to Mike Fried, Mr. Reed's assistant, the Northeast Air Command is "hanging on to John."

General Garland reports the field engineer has quite possibly solved a "vexing problem" in the northern portion of the global communications net.

Heffernan's suggested method is being tried out in more than one area by the AF, and the AACS commander is "encouraged with initial successes." (Continued on page 11)



John Heffernan north of the 60th

## HONOR

### Planned for Outstanding Achievement in Government Service Field Work



**O**UTSTANDING SERVICE of Government division engineers round the world has long cried out for special recognition. Vice President PINCKY REED has come up with an answer. He announces:

"The top ten percent of fieldmen will receive a 'Field Service Citation' each year. Also, an honor roll will be carried in each issue of CONTACT.

"Recommendation for the citation will be initiated by field managers and supervisors, who will nominate the leading ten percent of men under them.

"This nomination will be endorsed by the commanding officer of the unit to whom the man is assigned. It then will be passed on by a home-office committee consisting of P. B. Reed, TOM WHITNEY, field operations' manager; and cognizant contract heads: DICK PROPST, Air Force; and ANDY HILDERBRAND, Army & Navy.

"Nominations will be sent in prior to the end of the year; the certificate issued immedi- (continued on page 11)





BILL BJORMAN (*seated*) teaches FE airmen TTY

## Two Years Out Yonder

**B**ILL BJORMAN WENT OUT TO JAPAN with the first gang of RCA field engineers, is still out there "exceeding the highest expectations" of the United States Air Force Security Service.

The quote is from his CO. According to Bjorman: "Second year is more interesting than the first."

Nothing's been dull. The picture (*below, r.*) shows the field engineer "somewhere up front" in Korea, with .45 holster strapped to waist. He was one of the first to volunteer for duty where the war was. As the commendation puts it:

"This squadron is engaged in directly supporting the Korean war effort. In order to accomplish its mission, it has been necessary to send four tactical-support teams to Korea . . .

"Bjorman has either assisted in preparing these teams or personally accompanied them . . . In one instance, his work was

RCA's Bjorman (*peaked cap*) & GI pals leave Japan for Korea to set up radio link. (*Below r.*): how they did it. Bill (*l.*)



responsible for establishing a very critically-required communications link in time to fulfill a classified mission . . .

"He went into combat areas and engaged in aerial flights."

Teaching enlisted men has kept Bill busy. Most of his instruction has been on the AN/GRC-26 radio teletype. Everything comes his way, however: antenna theory, preventive maintenance for antennas, receivers, transmitters, multi-couplers, tape recorders, diversity equipment.

Bill's been busy from way back. At Mission High, in Frisco, he concentrated on math, was graduated in '38, at 16, with top honors in that subject, science, and accounting. He finished Cogswell Polytechnical, in his native city, in time "to get on the gravy train with the U. S. Navy."

He was privileged to take one-year active duty, thanks to his ham ticket, gain valuable experience in radio communications, receive a seaman (1/c) rate—and miss the draft.

### Few Ribbons, Few Bucks

Five years later ('45), he was discharged a chief radioman, with a "few ribbons, a few bucks, a copy of the GI bill."

While going to Capitol Radio, Washington, he earned extra cash typing four hours a night at the VA. In '47, he was a TV tech, under DAVE BROWN, in our Washington branch.

Later, he was called into Camden, briefed on submarine battle—announce modifications and sent to Mare Island. Next, he helped AL HYNE set up the San Francisco TV office, where he was I & S super. When Hyne went back to Tech Products, Bill Bjorman turned to the Government Division.

One of  
Bill's  
Students  
in typical  
Korean  
Repair  
Shop





# Battled "Bugs" in Iceland's Blizzards

**I**T'S SPRING IN BUSHY PARK, and DICK DAY is sticking close to London. He did his traveling and sightseeing last December—in Iceland. Day has been in England since the 1950 Christmas season as a Service Company project engineer and instructor for the 1969 AACS squadron.

Until he got his feet on the ground, he put up with a "feeble" circuit between England and Iceland; then, last November, wrote a suggestion for improving the contact, forwarded it to Wiesbaden.

Headquarters took him up on the idea, flew him to Iceland with a crew of 40 men. Engineered during the war, the system was found to have deteriorated under severe weather. While blizzards blew, the AF crew worked on improvements, got up the necessary new lines in ten days.

The problem was licked, and the "difference in reception was as great as between day and night." Dick was commended by the AACS chief in Europe.

## Inspiration in Peterboro

Dick Day wasn't thinking about Iceland when he picked up a copy of *QST* on the front porch of his Peterboro (N. H.) home one summer night two years ago. Thumbing through the ham radio operator's mag, he saw our ad for field engineers.

He had a home, two kids, and a job building electronic testing equipment for a ball-bearing firm. There was TV-service on the side, and a radio rig the envy of hams up & down the eastern seaboard. But he bought the RCA deal.

By October, he was on the Service Company payroll, and by Christmas Day, '50, on his way to London. He found a new home for his family, near Bushy Park. Says he:

"I don't regret a minute of our time over here; don't know where I could work under better conditions . . ."

He hasn't been back since, except for three weeks early this year at the Multiplex school, in Chicago.

Dick's been away from Peterboro before. In the Signal Corps last war, he was six months in the Far East, two years in Italy, where he set up radio 7000 yards below the Abbey of Monte Cassino during the saturation raids on that observation post. He was in Rome the morning the GI's arrived.

The work is "fascinating, always something new," he says. "I know as much about British communications as U. S."

He works from 9 A. M. 'til 7 P. M., often stretches it to 15 hours. One gripe: British only are allowed ham rigs.

The field engineer studied electronics for two years at the University of New Hampshire, used to take in all available talks on TV. When he met European Field Manager HARRY MILLS in London, he remembered having met him before—in Peterboro, where Harry was giving a TV-clinic lecture.

TAKING OFF for Iceland, RCA Field Engineer Dick Day is helped into Mae West by Air Force captain



## NO ROTATION 'TIL THE JOB'S DONE

**F**ROM A RADIO SHACK on an island somewhere off Korea, CHUCK LANE sends a brief report to his boss, Joe Hatchwell, former Far East field manager.

"Lots of activity out this way. The main island's a bee hive. The Navy is plastering it at night and the Marine Air Wing during the day, all of which can be easily seen by us from here.

"The island to the north has been bombed, but our bombing was from a Corsair (500 pounders). Little damage, however. And we have reinforcements . . ."

The note ended: "Will be seeing you." But Lane didn't say when. He's been in Korea six months—replaced MORRIS PATNEAUDE as RCA's "up-front" man.

He turned down rotation. "There's a job to be done out here," says he, and he'll see it through.

Chuck signed on spring a year ago, came from the Buffalo office of IBM, where he was a tech. A native of Gorham, N. Y., he got his EE at Rensselaer Poly in '50. After the Army, he set up radar for Civil Service. Also, he was a '49 Olympics Lacrosse team member. He played at Rensselaer, and was on the baseball team there. He's 29.

Chuck Lane,  
our  
up-front  
man,  
in  
Korea





# WHAT THEY DO IN THE FE

**G**EORGE ROSS is one of nearly 50 RCA field engineers in the Far East, and one of five pioneers still left out there from the original detachment.

Two years ago, when the first group of 28 men arrived in Tokyo to find that the jumping off place wasn't there, but in Korea, he was among the first to volunteer for the unexpected assignment.

The former Chicago TV-servicer also was with ten company men evacuated in a C-54 a day ahead of a Chinese breakthrough northwest of Hamhung. Before the takeoff, their equipment was blown up.

George had three hitches in Korea in the early days, first, in Pusan with a Signal repair company, where he helped reclaim test gear and set up standards for repair shops.

When the unit moved to Seoul, the civilian engineers touched base in Tokyo for reassignment—this time to the north of the 38th Parallel. The repair outfit to which they were attached, like the former, had just set up operations. The technical job



GEORGE ROSS discusses radar antenna with AF sgt.

was repetitious, except for Ross, who was ordered to the 71st Signal detachment. George writes:

"My orders were to set up repair facilities and keep all units on the air, as much as humanly possible. Again, this was one of those 'No-Replacement' operations. With an empty M-30 repair van and a few units of test equipment, I was in business—robbing Peter to pay Paul. The few repair parts available were either salvage or junk scrounged in Japan.

"A big deterrent to communications was the heterodyne interference phenomenon, caused by proximity of antennas. A new antenna field cut this down. We destroyed the field before evacuation to stop its falling to the Reds."

From Korea, George Ross went to the 71st Signal battalion, Tokyo. After finishing a piece of work there, he was sent to Carrier Terminal, a relay point for GHQ messages, in Tokyo.

"I don't know why I was chosen," he admits, "since I had no experience in carrier equipment. First thing I was called on to do was figure some way of modifying teletype carrier equipment to operate two dial phones over a tone cable of VHF. Was I lost! I didn't know how a dial phone operated.

"Grabbing all publications I could find, and a copy of *Signal Corps Engineering TM*, I burned the midnight oil.

"After two weeks of study, I had the problem solved. As far as I know, the equipment still is operating."

The field engineer developed two more pieces of gear for Carrier: one, an eight-channel antenna multicoupler for use

## Holds Portugal for RCA



ATOP ZUGSPITZE, in Bavaria, George Hutchins is photographed with Portuguese officers. Lisbon post enables George to use his six languages. Antenna in the back, he says, is not a walkie-talkie sprouting from the porkpie

at 70-to-85 megacycles, which, except for the higher frequency followed design of the RCA multicoupler 2.2-tn-20 megs.

"It was very successful," he reports, "giving a flat gain of one over the frequency range, and only a two-DB increase in noise level, which was entirely compensated for by the fact one antenna installation operated all receivers."

The other item was a tripler-power amplifier to run at 240 mcs, hiking the normal VHF-relay net up from 80 mcs. The lower band was crowded with interference.

"Receivers to operate at the new frequency were available," George writes, "but transmitters were all but unobtainable. With plenty of 80-mc transmitters, it was felt we might design this tripler to operate directly from output, using low power. Then, after connecting to the power supply for operating potentials, it should give us the band we wanted. I was not in on the finish, so can't report on its success."

That's when George was called to the Yokohama Signal depot. With a choice of assignments, he picked stock control, because he wanted an inside track on the supply business.

### Cut Corps Backlog

What the Signal Corps wanted was to cut down its enormous backlog of items-on-request. The RCA representative decided that the fastest way to do this was to substitute: in place of an unavailable item, he sent another with another stock number, but identical, or nearly so, in function.

"It's a long story," says George, but he ferreted through files & files setting up a cross index. This kept vital material moving more quickly, and won him the gratitude of the corps. At this writing, he's in quality control, maintenance depot, acting as inspector & advisor in the radar shop.

For a fellow 26, George Ross has been in electronics a long while. He left high school, in Escabana, Mich., in '43, to go with Civil Service. They sent him to radio school.

He finished up the war at Pearl Harbor, servicing radar; then, finished high school and studied two years at Illinois Institute of Technology. He came to this Company in '48.

He worked five of our TV branches: Newark, Glen Rock, Wilmington, South Side Chicago, and Oak Park, his home office.



## Missile Migration South

MISSILEMEN are pictured with Army & Navy Mgr. Andy Hilderbrand (3rd from l., rear) and Operations Mgr. Tom Whitney (2nd from l., rear).

Government engineers followed a truck & trailer caravan of RCA guided-missile gear, which left last month for White Sands Proving Ground, N. M., under Army guard.

They will participate in actual flights of the "birds." (Front, l. to r.): Jeff O'Connell, Clarence McClanahan, missilemen group leader; Walt Pennick, in charge of tests; Les Hayden, Owen Kaufman.

(Back, l. to r.): Gea. Mohn, Whitney, Hilderbrand; Hartlett Mattison, Arnold Craft.



## "BIGGEST CONTRIBUTION" continued

Analysing reliability of North Atlantic communications has been John's job since joining RCA in the fall of '50.

General Garland points out the north "always has been an area in which communications transmissions are erratic and unreliable. This problem has been of particular concern to me, because of the position it holds in the global communications systems installed, maintained and operated by my command."

The letter continued: "Development of cross-correlation transmission methods is an advanced communications technique that is now being thoroughly explored by the profession.

"However, the use of pulse detection reception, coupled with the resonant loop antenna, developed by Mr. Heffernan, shows considerable promise, and this command is encouraged with initial successes. The initiative and professional ability displayed by Mr. Heffernan in tackling the problem and securing initial results is a source of satisfaction to me.

"Continued efforts by your company in providing well-qualified and versatile contractor technicians to my command will contribute toward the improved transmission techniques demanded by modern military communications requirements."

Handicaps to communications up north are magnetic storms (ionospheric disturbances); precipitation static, caused by snow on antennas; mountainous ground, which makes antenna systems difficult to layout; and ground frozen the year round, which makes installation this side of impossible.

John Heffernan's principal base is Newfoundland, but he tracks trouble in Greenland, Iceland, Canada, and flies to Washington, D. C., for quick meetings with the military.

Before coming here, he had been a commercial radio operator for eight years. From '48 to '50, he was a flight operator for Trans-Caribbean and Trans-Ocean airlines. He worked as a "sparks" in cargo vessels, and is a ham.

For three-and-a-half years, he studied electrical engineering at the University of Wisconsin, and still plans to take his degree there. In '39, he attended RCA Institutes.

Home is Flushing, N. Y. Heffernan's 29.

## HONOR continued

ately after the first. Wherever possible, the presentation will be made on the job, by the field engineer's CO."

Pincky Reed points out that the choice of men to receive the award will be difficult.

"Many of our field engineers have received commendations from the military," he recalls, "and the Government field force, as a whole, has maintained a steady record of outstanding performances. But we can choose only a few for the top honor, since it is to be a goal which only superior effort can reach."

Because the RCA Government serviceman is a representative of his country as well as his company, personal characteristics ("reliability, ability to get along") will determine 50 percent of the total in judging; the other 50 will be, of course, engineering know-how ("keeping up to date, tackling new jobs").

## Home Base for Coast Traveler



Honk Dahl

HANK DAHL is the new assistant to AF Manager Dick Propst, replacing Ed Wagner, who left to become a field super.

As group leader, West Coast Air Division, Hank, for the last year, made 2000-mile round trips on the Washington-Oregon circuit from McCord AF base, Washington.

Before that, he worked the company's TV shops in his native Detroit, from '48 to May '51, when he moved over to Government. For a year, he was in sales at the Eastside branch.

Dahl had two years at Lawrence Tech, Detroit, and attended Wayne U. there. Three years in the U. S. Marines made him a staff sergeant. He was an electronics specialist, hit Bougainville and Iwo Jima, the last on D-Day.

Ed Wagner is the new Central Area supervisor.



# Iwo Jima: Quiet Caves

→  
Mt. Suribachi



**H**ERMAN KRAUS is married now and working at Hamilton AF base, outside 'Frisco. Ask him how he happened to stay in the Far East half-a-year beyond rotation time, and maybe he'll tell you he was stashing away cash against marriage.

And maybe he'll tell you about the fascination of those endless caves on Iwo Jima.

Kraus was shipped to Japan with the first group of RCA recruits back in the summer of '50, right out of St. Louis U., with a BS in electronics.

For a while, he worked the remote-receiver site, near Tokyo, but for the last ten months was on Iwo.

To his surprise, he found, after seven years, the defenders of that "Beachhead in Hell" sticking to their posts.



Searching  
for  
Caves  
in  
Steep  
Cliff

On D-Day, Feb. 19, 1945, there were about 28,000 of Lt. Gen. Tadamichi Kuribayashi's husky troops waiting on the island for the United States Marines. During the bloody 26-day battle for the eight-mile-square pile of black volcanic ash and sandstone, only 1500 of the emperor's men were taken prisoner (less than the usual one percent).

The remaining 26,500 soldiers guard the labyrinthine maze of underground tunnels, caves and gun posts. They were stopped either by U. S. fire—or by their own hand.

Most of the bodies Herman saw had a bullet hole in the front of the skull. All had their boots on.

Though the field engineer went to the movies, bowled and patronized the officers' club, the hand-dug sandstone caves were a macabre magnet he couldn't resist.

He explored more than 50, which the Japs had prepared against invasion. Entrances to most had been sealed by the Marines during those days of fury in '45.

Herman had to hunt for the others. He crawled up cliffs, dropped into ravines, hacked away brush, rolled rocks from

entrances. Some were blind passages; all were laid out in zig-zag fashion for greater safety against enemy bombs.

Some he didn't dare enter because of sulphur fumes. In one cave, he counted 200 bodies. He always was careful not to disturb these. Grenades in pockets still packed a wallop.

At two, one sultry morning last May, the lonely island was asleep under the big Pacific moon. In the Quonset where Herman bunked, there was no sound. He'd worked late. (Best time to work out there during the long summer is after sundown).

Suddenly, the island was wracked from end to end.

A 100-pound bomb, dropped six years before, had deteriorated. The heat detonated it.

"The blast scared the daylights out of everybody," says Herman.

Herman went back into Iwo history. The Japs, digging their tunnels for eight months, were only half finished when the Marines struck. This toughest of Pacific nuts *had* to be cracked to supply a base for long-range fighters and crippled Superforts.

In some infantry battalions, Marine casualties exceeded 100 percent, including replacements; reached at least 50 percent in all others: 5,563 men killed, 17,343 wounded.

But, eventually, 2400 B-29's made emergency landings on Motoyama field, saved the lives of 26,000 fliers.

## POW's Return

Japan lost 26,500 men. While Herman Kraus was aboard, the naval commander of Iwo Jima at the time of the attack returned to dedicate monuments to the dead defenders. With him came a soldier who had been taken prisoner. The rare POW was anxious, he said, to find his diary.

He couldn't find the book in his cave, but dug up his battle flag and good-luck charm ("belt-of-a-thousand-stitches").

Then, he broke away and leaped to his death from the summit of Mt. Suribachi, to join his dead compatriots.





Today, with only one of two landing strips open, Iwo Jima is an aircraft fueling station and communications point. Humidity and sulphur fumes are hard on equipment. Kraus watched constantly for corrosion, mainly on antennas.

During the war which made Iwo famous, our field engineer was a Navy electronics tech (2/c). First thing he did on getting back from the Far East was marry the girl who'd been waiting in St. Louis a year-and-a-half. She's a librarian.

HERMAN KRAUS (*l.*) is welcomed at home office by AF contract boss, Dick Propst (*r.*) and Sue Kobayashi



Former naval CO dedicates shrine to dead defenders

→  
Rice  
Bowls and  
Sake  
Bottles  
litter  
Tunnel



## TEACHING COMMUNICATIONS ABOARD SHIP IN FAR EAST



Tuning procedure for RDZ is demonstrated to two Navy techs aboard ship in Pacific by Hank Sarabocha (*r., standing*). Graduate of Illinois Institute of Technology and ex-chief radioman in Navy, he now is with mobile repair unit, ComServDiv 31

With Pacific fleet for 2nd tour, Harvey Schwartz (*lower r.*) points out transmitter adjustment to eager recruit. U. of Mich. grad is with us since '50

### Tom Whitney's back from Europe

TOM WHITNEY, Government operations' manager, has been in Europe, looking over efforts of RCA men and talking with the military to learn their needs, and further ideas.

In London, he met with the Joint American Military Advisory Group (JAMAG), and, in other cities, talked with members of MAAG, the smaller units within the joint group

From April 15, when he took off, until mid-May, when he arrived back in Gloucester, the manager visited Rome, Paris, Wiesbaden, Berlin, Frankfurt, Brussels, The Hague, Amsterdam, Copenhagen, Oslo. It was his first trip abroad.







**RCA PRESIDENT FRANK FOLSOM'S CUP** has place of honor on branch manager's table at Columbus (O.) winner-dinner. Above are (l. to r.): Mgr. Jack Van Cleve, Norm Parlette, Carl Butler, Tom Bashaw, all techs; Mrs. & Mr. Paul Brimer (office



super); Mrs. & Mr. Jim Wells (I & S super). (Right above): Mrs. & Mr. Bob Donovan; Mr. & Mrs. Gene Mays; Mrs. & Mr. Eddie Fisher; Mrs. & Mr. Tom Cunningham (all techs). Office won second phase of contest to cut complaint letters.

## Pictures of President's Cup Parties Across Nation



**CAMERA CLICKS** before steaks arrive, but more happy than hungry are (l. to r.): Mildred Brooks, guest; Mr. & Mrs. Hal Schluueb, Mrs. & Mr. Bob Bland, Geo. Cappell (all techs); Jean Easton, guest; Mrs. & Mr. Dick Barker (tech); Ken Stout,



stockman. (Right above): D. Stormont, guest; Charlotte Knott, phones; Mr. & Mrs. Bill Ingalls (tech); F. Melaragno, guest; Barbara Kollus, cashier; Alice Lawhead, scheduling; Ralph Beery, sales; J. Williams, guest; Thelma White, payroll & cost.

**COLUMBUS** techs with wives (l. to r.): Mrs. & Mr. Jack Lawler, Mrs. & Mr. Joe Kuback, Mrs. & Mr. Bill Ranshous,

the Don Turleys. (Right): Les Plesniewicz, the Bill Dwyers (chief tech); the Bob Southcombs, and the Reeb Kershaws.





→  
**BIG HOLLYWOOD** branch draws to double-barreled dinner (l. to r.): Coast dist. mgr. Larry Borgeson, Cliff Rigsbee, commercial service mgr., home office; the Ted Wyatts (distrib sales mgr.); the Jim McAllisters (former branch boss); the Warren Charles' (present mgr.); Mrs. Borgeson. (Rear table); Bill Shay, the Danny Brewers, the Warren Burrs, Jim Myers, guest; the Harry Blackmores (all techs).



→  
**TELLING** how cup was won is Tech Joe Fish (center back). Stockroom head Jim Bradley & wife (l.). (Front): Chuck Jamisons (I & S field super). Mrs. Fish (r. back).



**POINTING OUT** Earl Degner, sales super, is Mrs. George Kokoris, wife of salesman (l.) in photo, far right. Mrs. Degner smiles proudly.



**LONG TABLE** of Hollywood people below shows (clockwise from near end): H. Hilton, guest; Robin Hilton, dispatcher; C. Block, guest; Selma Kadelovitz, phone; Marleen Levitt, cash & sales; R. Alpern, guest; Mary Lou Ohanian, cash & sales, and

husband; Ted Heils, tech; J. Folks, M. Hackett, guests; Mary Ferguson, phone super. (Right below, from near end): May Stevens, PBX op; Ed Hamilton, Fred Burgess' (techs); J. Pecht, Jackie Pecht, cashier; J. Jeffrey, Harriet Jeffrey, dispatcher.





## SERVICE HIGH continued

mooring mast built atop the Empire State's slightly-vibrating mass of 83 floors.

This the Tech Products super doesn't mind; what bothers him is scaling the battlings. Hot centers at feed points could produce a third-degree burn.

But the engineer knows his feed points. He even uses the lethal equipment to advantage—diathermy for a cold winter's day—if handled cautiously.

It took John half an hour to get up the spire. Second time he went up, his wife went shopping below on 5th Ave.

### NBC's Top Dog

The system was two years in design and construction at RCA, one year in installation. Five channels share the air up there, but NBC's antenna-array is top dog. Just below is WPIX, then WJZ-TV, with WABD and WCBS sharing the same level at a lower, broader tower section.

The Service Company assisted in writing initial specifications. During the installation, it acted as supervising contractor, charged with seeing that the antennas met target specifications of 1.1 SWR and 26 decibels (or better) of isolation.

Work was done under supervision of a primary committee: Dr. Frank Kear, radio consultant; O. B. Hanson, engineering vice president, NBC; Raymond Guy, alternate; and a steering committee of five engineers from the five broadcasters.

On top the tower assembly, NBC's TV picture and sound transmitters are diplexed, its FM triplexed into a mounted Batwing (superturnstile) antenna.

Two 450-foot, 3 $\frac{1}{8}$ -inch coaxial lines carry the signal from outposts on the 85th floor to a pair of TV and FM transformers and junction boxes at the center of this antenna. Here it is distributed to the four bays of the superturnstile by 16 polyethyl feed cables.

### RCA-Supergain

The other antennas are RCA-supergain type, each consisting of four sets of stacked horizontal dipoles and reflecting screens, mounted .8 wave lengths apart in order of ascending frequency.

WPIX screen assemblies are set into tower faces, flush with heavy steel corner members. The tower itself forms the reflecting surface. The three other reflecting screens are slightly wider than the tower, mounted out on brackets.

WPIX is fed from outputs on the 81st floor by two symmetrical lines 480 feet long. Using the longest transmission line and the highest frequency, Channel 11 employs 600 feet of 6 $\frac{1}{4}$ -inch copper coax (much transmitter power would be lost with smaller line).

Feed cables to a lower bay of the WJZ channel were made 80 degrees longer for better close-in coverage. Work in the WPIX-WJZ area is from the outside.

To provide future access to coax lines, feed cables, junction boxes, etc., in this section of the tower, all screen and dipole assemblies on the south side were hinged. At the RF junction-box level, screens were hinged on all four sides.

Next level (WABD-WCBS) is wider. Ladders and gratings give easy access.

The tower has a de-sleeting system, also phones for communications between transmitter rooms and antenna areas.

NBC is top man on the totem pole, because for 12 years, it held the first lease on the building's sky exposure.

Coincident with expiration of its lease, other broadcasters came up with the idea this indeed was a top spot. No TV-caster could afford to be left out of this project.

Along the line, he serviced police and aviation communications. During the war, he "went at everything," including the high-priority TV-block equipment.

This he found "extremely interesting." John finds most jobs interesting, "goes at" 'em with high enthusiasm.

As our AF group leader, near Orlando, Fla., last war, he went along on high-altitude flights. This activity claimed the life of Pryor Watts, of Dearing's outfit.

Next, he was in charge of our Demonstration gang, until '48, when he entered Broadcast, where he's been an ace engineer since. Of the 108 licensed stations, John put in 25, which he believes to be a world's record.

"I'm operating in a state of emergency all the time," declares John. "Stations, with tight programs, won't take 'no' for an answer on repairs, and the only time I can make them is in the early mornning, when



Helicopter view  
of our John  
shows  
Wind whipping  
Pants  
against NBC  
Spire

He would be overshadowed, literally, by pictures emanating from the highest structure in town.

All five buried the hatchet, came to an arrangement for sharing the exposure.

As a result, New York television stations increased their radius from an average 38 miles to about 70, with an audience estimated at 17,000,000 people.

The company's human spider is a TV pioneer. Of John Dearing's 46 years, 22 have been spent with RCA. For BILL ZAUN, now Quality head, he helped engineer 1931's TV sets; did prelim work on the World's Fair demonstration, New York.

First job was on original movie-sound installations, in Pittsburgh. He was a Photophone expert for eight years, between Pittsburgh and Atlanta.

He transferred into Engineering Products sales for two years, then into distributor contact work for Zaun.

their transmitters are off the air. I never see the light of day!"

His bailiwick is the U. S. From an emergency in Atlanta, he'll fly to answer a cry-for-help in Seattle. (Eight other engineers are in T. Griffin's group).

He lives in Haddonfield, N. J., with Mrs. Dearing, one daughter about to be graduated from the University of Richmond (Va.), another who is a freshman at the University of Miami (O.), and a son in Haddonfield high school.

He and Mrs. Dearing met at Carnegie Tech. A BA degree, undoubtedly, has made the lady more tolerant of ham rigs, test gear, the thousand pieces of equipment which fill her house.

"The company almost went broke moving my stuff around," John reports of his early days with RCA.



## N. PITTSBURGH: *Smooth*

**N**OWHERE WAS SPRING MORE WELCOME than in North Pittsburgh. HAL CHRISTIAN, manager of the smart-looking branch in North Hills, says the sun showed up only about once all winter.

This didn't put a crimp in business, however. In spite of snow, winds, one big dose of weather, North Pittsburgh kept its complaint record "well below national averages," according to FRANK SMALTS, the consumer-complaint man.

In the hills out there, Antenaplex is sprouting like dogwood. On April 1, a demonstration of the community-antenna system at Brockway (Pa.), about 120 miles north-east of Pittsburgh took place.

"This is the finest installation to date," says Mike Ranalli, Victor TV sales. Now in operation, it's also the first sold to a non-profit municipal authority.

The Alcoa installation in that company's all-aluminum building in Pittsburgh was supervised by Hal Christian's branch, which also set up Antenaplex in some large apartments.

This branch is the eighth Christian has launched, the fourth he's run since entering the company in '46. Before leaving for Pittsburgh last April, he was in TV Operations.

"We hate to brag," says Hal, "but we think we give the best service in the country. Look up the record. The glamorous-looking one-time night club opened June 4, a year ago."

Hal, a Philadelphian, is married, with a daughter, 6; son, 12.

## Loyalty Lesson

**B**RANCH MANAGER HAL CHRISTIAN presents the story of FRANK MAHONEY as an example of the kind of man and loyalty he has to work with out in North Pittsburgh.

Frank was making television-service calls when the motor of his truck died. He wanted to keep his schedule, knowing the difference between black and red on office ledgers.

He pulled out his Simpson meter, located a defective ignition coil. At a nearby auto agency, he found a replacement part, made a fleet-price deal, and was back on the road in time to complete the full day's rounds.

"We're plenty happy with men like Mahoney," says Hal. "His thought was saving the branch expense and the time it would take an average serviceman to wait for a tow truck. And customers, who could have been disappointed, got service that day."

**OKLAHOMA CITY** celebrates President's Cup victory with shrimp cocktail, filet Mignon, Hawaiian dancers in Persian room, Skirvin Hotel. (Counter-clockwise from near head of table): Bob Hartleb, mgr.; Mrs. Hartleb, Sid Baker, dist. mgr.; Bill Pitts,



"RCA's GREATEST COMBINATION"—(Back, l. to r.): Al Sugarman, sales; Enzo Jonardi, office; Hal Christian, manager; R. S. Bonetti, I & S super. (Seated, l. to r.): Mary Williams, Adesta Joyce, Aimee Landefeld, Bess Thomas, Dorothy Hubbard.

Frank Mahoney (l.) discusses day's schedule with Hal Christian



Frank, a ham operator, got his start at Carnegie Tech night school, finished off with radio at Sprayberry Academy, Chicago. He was a Marine corporal (radio and radar); now is one of Hal's most dependable men on special installations.

phone; E. D. Glenns, guest; Henry Galliens, sales; Don Drapers, Jesse Jordan, Jordan Reeves, guests; Paul Davis', guests. (Left table, clockwise from l.): the Hal Nehrenz', Bill Colemans ("ace customer man"); Fred Foster & guest, Jack Sanders, sales.





# NEW BRANCH MANAGERS—



Mgr. Bill Davis (standing) was shown ropes at Indianapolis by sales coordinator Don Dixon

Besides the Indianapolis people pictured here, ten more are in the field stations. At Terre Haute: GENE HARDESTY, supervisor; BARBARA LOCKARD, phone; CHARLIE SUIHLA, LEE THOMPSON, BILL MITCHELL, VEON MORGAN, techs. At Bloomington: HARRY WEBB, supervisor; PAUL TOLVA, tech; ROSE KEOUGH, phone.



"THE PENCIL PUSHERS"—Jim Keyes, office manager; Jo Keller, phones & scheduling; Betty Haver, cashier (seated); Bill Davis, Marion Newman, typist

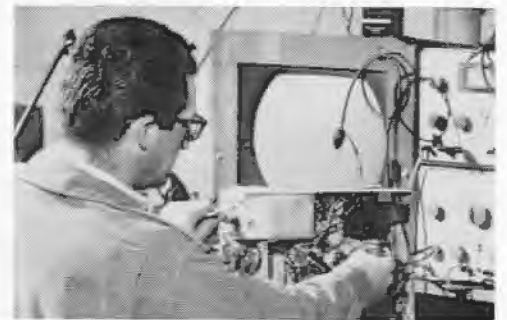
## Big Deals, New Methods

INDIANAPOLIS IS MAKING A GOOD SHOWING in the TNT effort, but admits they're "in with some good branches." Manager BILL DAVIS says they got off to a slow start—which won't interfere with the noise they'll make. Bill, who made manager last winter out of Bayonne, N. J. points out they have excellent cooperation from local distributors.

In the last half year, the branch has upped its technical staff from 12 to 19 techs, and opened a couple of field stations—plans to inaugurate more in the near future.

There are several "hot Mastertenna and Antenaplex deals ready for wrapping up," Davis reports, and, in between, the whole office concentrates on new ways to improve customer relations, and clerical and technical detail.

"If Chief Tech John Hripto can't fix it, we sell it for junk. PS: No sets sold."



"WILL MAKE NOISE" in TNT drive is promise of techs (front, l. to r.): Tony DiNapoli, Al Holman, shop steward; Dale Hughes stockman; Charlie Driscoll (Back): Gene Eaton, Curt Bowles, Ronnie Fitzwater, Denzil Waiton, John Harts, Mgr. Bill Davis, Harold Pollert, Ken Cryderman, John Hripto, Luke Henry, Charlie Gorman



# Young Men in Fast Race Up



"WE'RE only a small shop, but watch us grow!" declares Art Schumacher, new head at the Newburgh (N.Y.) office.

In the usual order: Ken Butler, service; Walt Lare, sales; Bill Donoline, benchman; Andy Dyshuck, service; Irene Dyshuck, clerk (recently married); Schumacher; Bob Wild, Roy Galewski, and Gene Kramer, all technicians



## HE KEPT MOVING—UP

**A**RT SCHUMACHER has been manager of the Newburgh (N. Y.) branch since last December: long enough to be proud of his staff and confident that "we'll grow fast!"

He came with the Service Company four years ago as installation man at the old Newark office; had been working with Television Projects, in that city, building and putting in camera-chain equipment.

Prior to War II, he got a diploma from a radio & TV institute. In the Navy ('43), he taught at the sound school, in Key West, and served aboard a destroyer.

After a short hitch at Newark, Art was switched to Glen Rock, where he became installation supervisor. When this place closed, he went to Netcong, became I & S super before going on to Bayonne. He was working at I & S in the new Newark chapter when his present promotion came. He has a wife and two-year-old son, Art, Jr.

## Former Midtown Bosses



Flushing Mgr.  
Bill Lutz  
ran the  
new Manhattan  
branch  
when it was  
L. I. City.  
'50 to '51



Springfield  
Gardens'  
Stan Symolon  
piloted the  
ship from  
'49-'50

"WE WANT grand showing for year," says Mgr. Ernie Steinkraus, late of Fort Lee, now Auburn (N. Y.) head. (L. to r., back): Nick Gessler, Ernie; Ernie Phillips, Tom Byrne, benchman. (Front): V. Gutosky, T. Sullivan, clerk.





**HOME OFFICE BOWLING—**

Teams get first Ed Cahill trophies from prexy (l. & r.). Winners are (l. to r.): Carol Leyendecker, Myra Friedenberg, now Cleveland branch; Terry Hudson, Rosemary Melchert, 1WX op; Marge Malesich. Harry Brown, of RPT; Fred Schwartz, Paul Kelly, Ed Schwanke, all of Payroll; and Milt Gracey, of IBM.



# Adolph Goodman

**A**DOLPH GOODMAN received a last farewell from RCA Service Company coworkers last month. More than 300 persons attended funeral services for the man who played a prominent role in organizing this company.

He died, April 4, in Jefferson Hospital, Philadelphia, after a five-week confinement and long illness, at the age of 49.

The manager of the Broadcast Communications group, a 23-year man, began his career with RCA long before formation of the Service Company. Under Vice President W. L. JONES, he held key positions in development of our Technical Products field force. He was field operations manager from '38 to '50.

His interest in technology went back to his boyhood, when he tinkered with electricity. He worked his way through Syracuse University as an electrician and tutor. He won his electrical engineering degree there in 1925. A native of Yonkers, N. Y., he was brought up in Sea Cliff, Long Island.

After leaving Syracuse, he went with Consolidated Edison, in New York, for four years; was hired by RCA in 1929.

For about three years, he worked a Photophone theatre circuit in Colorado and New Mexico, then came to the home office of the old RCA Manufacturing Company, in Camden filled a movie circuit from there until set to writing service manuals.

He soon was in charge of field operations. In 1950, he was named manager of Broadcast Communications, which post carried with it continued responsibility for the Camden Repair Shop and the Public Demonstratinn Group.

Preceding services at a Camden undertaker's establishment, Masonic rites were conducted at Mizpah Lodge, No. 245, Camden, of which he was senior warden. Also, he was treasurer of the Masonic Masters & Wardens Association, and a founder of the newly-formed Temple Emanuel Synagogue, Camden.

Interment was in that city. Adolph Goodman is survived by his widow, Helen; three daughters, Marjorie, 19, an education student at Temple University; Lynda, 13; Regina, 7, all of 305 Rand St., Camden, the Goodman home for 14 years.



Adolph Goodman

## Seems Like Yesterday

**H**IS PAST OVERTAKES Quality's TOMMY FLYTHE (seated in picture right) as PAUL SMITH, Tech Products (far right), confronts him with plate resister he inspected 20 years ago.

Paul acquired the resister (8½ x 3¼ inches) at a discarded-stock counter in the Employees Sales store, Camden, for four

cents. With Tech Products' Ed GREIPP (l.), he showed Tommy the tag: "Inspected by T. Y. Flythe, May 12, 1932."

Tommy, head of quality checks on phonos, records, air-conditioners, radio and TV components, began service work for RCA in New York, in '27. It's a disputed point whether he holds the longest servicing record in the company.

**RCA SERVICE COMPANY  
NEWS**

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in the RCA Service Company, Inc.

Editor  
**MANNING SMITH**

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→  
Pictured (l. to r.) are: Greipp, Mitzi Martz Corsello, Tommy Flythe, Catherine Longenecher, and Smith

