SERVICE

AN RCA FAMILY PUBLICATION

Service — On the ready . . .

November, 1961

RCA SERVICE COMPANY

RCA SERVICE

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The Cover

If you've a need to be two places at once, take a lesson from "Commodore" Jack Thompson, Maintenance Manager of the Service "fleet."

He stands on-the-ready with one of Service Company's brand new trucks and —behind the wheel—appears to be on-the-double as well.

The whole thing may well be an omen of the coming season in Field Support Services, what with Color TV receiver and equipment sales way up, and forty hours a week of color programming coming from NBC alone.

For a quick review of the current Color TV picture, turn to page 9.

Wrapped Up

Modern life is too complex—too involved.

We hear that complaint a lot. It's true we depend upon complicated gadgets. Our thinking apparatus must tackle details unknown to our ancestors.

No point in isolating ourselves from other people and activities, though. We are involved, but good, in this life.

To be involved means, literally, to be "wrapped up" in something. Modern science has shrunk the world to little more than a large neighborhood. Today, more and more, people are "wrapped up" with each other.

People, we know, will always need help from some source. Trouble, illness, disaster remain with us. Important sources of help today are the voluntary health and welfare agencies that are supported through the United Fund and Community Chest campaigns.

This is the voluntary way, and ours is a voluntary society. The local United Fund or Community Chest is the system through which these voluntary efforts operate. Success in the once-a-year campaign for funds enables these organizations to mend broken homes, guide youth, fight diseases, provide recreation, help the elderly, the lonely and the ailing.

So get involved. Give generously to your United Way campaign. It's the old good-neighbor spirit—modern version.

If you have some time to volunteer, give that, too. You'll be helping people who are your neighbors. You'll feel good about being involved.

Company Affairs

Introduction. C. O. Caulton, Service Company's newly appointed Manager of Planning, began his career with RCA in 1929 as a development and design engineer in the loudspeaker and acoustical laboratories; subsequently became sales engineer in charge of the "Private Label" Home Instruments Department.

During World War II, he handled research and development contracts between all divisions of RCA and the government agencies. He was active in many areas of national defense research, and acted as consultant to and member of committees and sections of the National Defense Research Committee of the Office of Scientific Research and Development.

From 1946 to 1954, in connection with the establishment of television, he was Product Development Manager for five years; then coordinator for TV station and market expansion. Since 1954, he has been associated with commercial and industrial products and planning pertaining to them.

* * *

One Grand. D. E. Phelps, an Electronic Data Processing Service engineer, is richer by $1,000 as the result of suggesting a simplified 581 Tape Station Tester.

Submitted in September, 1959, his inventive idea is now known as the "Jiffy Tester" and is proving to be practical at 501 locations.

The "Jiffy," constructed of three blank plug-in boards, seven switches and one jack (and put together within an hour or two), is made to plug into the station in place of a receiver plug-in and is used to perform maintenance on the tape station without removal of the signal cables.

Adopted conditionally, and a nominal award made, the "Jiffy" was then supplied with each 501 system for use in maintenance work and troubleshooting.

First used as an alternate to the Model AB-581 Tape Station Tester (one of which had also been supplied to each 501 system), the "Jiffy" is now functionally and independently in use.

Accordingly, and based upon one-tenth of the first year's savings effected by the suggestion in money, time, and equipment, a $1,000 award was made to Mr. Phelps in September.

At the time his suggestion was submitted, Engineer Phelps was working in a non-creative position—which otherwise would have precluded his eligibility—thereby satisfactorily meeting all of the necessary requirements.

In addition to the monetary award, Mr. Phelps is entitled to wear the Suggestion Award's "Century Club Pin" set with two diamonds.

* * *

Fellowships. RCA employes are invited to apply for ten David Sarnoff Fellowships made available for the 1962-1963 academic year, and opened for application on October 13, 1961.

Established in 1956 in honor of the Chairman of the Board of RCA, the Fellowships are awarded each year to outstanding employes selected to work toward postgraduate and other degrees at approved universities.

Six Fellowships are awarded in the field of Science, and three in Business Administration. One Fellowship in Dramatic Arts or Journalism is designed for award to an NBC employe.

The stipend granted to a recipient extends from $2500 to $4000, depending on marital status. In addition to RCA payment of full tuition, an allowance of up to $50 toward the purchase of textbooks is included. An undesignated gift in the amount of $1000 is also made to the university where the recipient studies.

Employes awarded these Fellowships are given leaves of absence for the duration of the award. Their salaries

"Jiffy Tester" held by suggester D. E. Phelps eliminated need for conventional tester, center panel, right . . .

. . . for which he received a $1000 Suggestion Award from Div. Vice President Holstad. Others (l. to r.) EDPS Field Operations Mgr. Steoger, District Mgr. Christen, Personnel Mgr. Radford.

are not continued during this period.

An interested employe may obtain application forms from his Organization Development Manager, giving it on completion to his immediate supervisor. All applications must be received by Personnel, from supervisors, *before* November 15th.

The head of the employe's division will nominate outstanding candidates (from among those who have applied), to the RCA Education Committee. The Committee, in their selection, will give preference to Science and Engineering applicants who have indicated their ability to proceed on a doctoral program. In Business Administration and Dramatic Arts or Journalism, the end degree need not necessarily be the doctorate.

* * *

In the Bank. An inspiring turnout of donors to Cherry Hill's second blood drive this year netted 161 pints against a quota of 125, and left 32 people standing for lack of facilities by the mobile unit.

This means that *any* RCA-Cherry Hill employe (donor or not) may receive blood for himself or a member of his immediate family. The person receiving the blood will not be required to replace it, nor is there a charge for the blood itself.

Any employe *anywhere* can provide himself with the same security by donating blood in his own community.

Corporate Affairs

Electronic Data Processing

Organization. Because of the growth and increasing importance of electronic data processing, Mr. T. A. Smith, Executive Vice President, will devote his entire attention to the management and direction of these activities in RCA. Mr. Smith has been associated with RCA since 1925. He supervised the construction of RCA's pioneer TV station *W2XBS* New York in 1928, and later held sales, engineering and administrative posts of increasing responsibility. He was elected Vice President and General Manager of RCA Defense Electronic Products in October, 1955, and Executive Vice President, Industrial Electronic Products, in June, 1957. His present assignment became effective August 30, 1961.

John J. Graham, former Division Vice President and General Manager of IEP's Communications and Controls Division, was recently appointed to EDP's Division Vice Presidency of Operations. He will direct all engineering in commercial systems operations, data communications and custom projects and industrial computer systems, and is also responsible for the manufacture of all EDP equipment produced by the Division, as well as the marketing of custom projects and industrial computer systems.

Blood Donors—Among Cherry Hill's Gallon Club Members are (l. to r.) Caroline Cook, Marjorie Stack, Duane Crosier, Frank Loudy, Joseph Wesolowski, Walter Thomas, Earl Nass, and Harold West.

Edwin S. McCollister has been appointed Division Vice President, Marketing, with responsibilities to include sales and supporting marketing functions in RCA's Data Processing activities. He was the former Director of Marketing for the Univac Division of Sperry Rand.

T. A. Smith—"his entire attention to EDP"

Industrial Electronics

Broadcast Equipment. A new microphone, with built-in amplifier and earphone jack, for use by man-in-the-street radio-TV interviewers and for other remote broadcast pickups has been introduced by RCA.

In use, the compact unit attaches by cable to a telephone line for feeding the program to the studio. A miniature earphone plug enables the announcer both to hear telephoned cues from the studio and to monitor the microphone's output.

The microphone weighs less than one pound.

Aviation Equipment. The new RCA AVQ-20 airborne weather radar system extends the turbulent weather detection capability of jet transports to an unprecedented 180 miles.

This sharply improved performance is coupled with a new design technique that reduces the system to three basic units—antenna, receiver-transmitter, and indicator—with a total weight of approximately 45 pounds. Other systems comprise as many as

five units and weigh considerably more.

The system will be produced at RCA's Los Angeles facility.

Defense Electronics

Van Nuys, Calif. RCA has changed the name of its West Coast Missile and Surface Radar Division to the Data Systems Division, reflecting the prime role the division plays in military data processing.

This work will be concentrated at the Van Nuys facility under the direction of Harry R. Wege, Vice President and General Manager.

The West Coast Division has been active in several large-scale defense programs: Automatic Program and Checkout Equipment (APCHE) has been designed and manufactured for the Atlas "D", "E", and "F" series in both fixed and mobile versions; the Digital Information Processor (DIP computer) is now handling information received from BMEWS arctic sites for NORAD Headquarters in Colorado Springs.

Most recently, the Van Nuys facility has supplied a powerful checkout computer to NASA for use in the test of Saturn boosters. Also a product of this activity is the THOR missile autopilot, which provides complete three-axis control of the THOR during the critical first phases of flight.

Huntsville, Ala. The highly versatile RCA-110 ground checkout computer system supplied by RCA to the National Aeronautic and Space Administration, has been installed at the George C. Marshall Space Flight Center, Huntsville.

The Center is utilizing the computer system in developing automation techniques that will insure higher reliability by decreasing the time element normally associated with pre-flight checkout of the Saturn and other large multi-engine vehicles.

The Saturn, with 1,500,000 pounds of thrust, will be capable of sending payloads of several tons into earth orbit, to the moon and into deep space.

The RCA 110, which will enable NASA scientists and technicians to monitor and control the Saturn under tests in real time, was produced by RCA's Natick, Mass., Industrial Computer Systems Department in cooperation with the West Coast defense facility.

Burlington, Mass. RCA has announced the development of a precision missile and satellite tracking device with accuracy approaching 5 feet at 2000 miles.

The tracker uses the principal of inertial reaction. Its high degree of accuracy (less than one second of arc) is accomplished through an interchange of momentum between the tracker mechanism and a rotating flywheel mounted on the tracker. The tracker mass pushes against the flywheel and not against the tracker support, and thus all forces are contained.

RCA's Burlington defense facility, where the tracker was developed, is RCA's center for missile electronics and control systems.

Also announced recently: a Navy contract to conduct research on the development of an auto-pilot system design for hydrofoil craft.

Work will be performed by the same group of engineers that developed the automatic control for the "Sea Legs," —acclaimed as the most successful fully-submerged foil craft built to date.

Research

Bionics. DEP researchers T. B. Martin and F. L. Patzrath, together with Dr. P. Meuller of the Eastern Pennsylvania Psychiatric Institute, co-authored a paper of importance in scientific work toward development of voice-controlled equipment.

Presented at the Second Annual Bionics Symposium, the technique involves the use of an artificial neuron, implemented by a four-transistor electronic circuit, which simulates the essential characteristics of neurons within the human nervous system.

Without Power. RCA scientists have developed a new process that opens the way to widespread use of extremely simple superconductive magnets using no power, to generate enormous magnetic fields for large nuclear research machines and for ultra-sensitive receivers used in radar, radio astronomy, and space communications. The development is a simple chemical method for rapid and continuous growth of crystalline niobium-tin, a compound superconducting material with an ability to generate and sustain very strong magnetic fields without power dissipation. Magnets of this material will operate indefinitely without consuming any power except for a small initial voltage to start a current flowing.

Telling Tales

Yogi Berra used to call his catcher's gear "the tools of ignorance." But you never saw a pro like Berra get behind the plate without his protective equipment . . . nor any other intelligent man at work without his safety paraphernalia.

* * *

An accountant (for another company) blew his stack when his supervisor asked him to help move some filing cabinets. "I'm an accountant," he said, "not a filing cabinet mover. What if I hurt myself?"

"Makes sense," said the supervisor, and called in some filing cabinet movers.

The accountant went home that night and found his TV on the blink. Not wishing to miss his favorite show, he took a screwdriver and poked around inside the set.

The accountant was not a TV expert—TV experts know about shock hazards. The accountant did not. There's a moral here, friends.

* * *

Webster defines a ladder as "an appliance consisting of two long side-pieces, usually parallel, joined at intervals by crosspieces on which a person may step in ascending or descending." The description does not apply to chairs, boxes, stools, tables, windowsills or radiators.

BMEWS Service

Free World Safety. To alert the Western world against enemy missile strikes across the top of the globe, Site II in a chain of three strategically located long range radar sites became operational June 1, 1961, at Clear, Alaska. It is implemented and operated under the direction of the United States Air Force.

Site I, at Thule, Greenland, has been operational since October 1, 1960. Site III, under construction at Fylingdales Moor, Yorkshire, England and directed by the British Air Ministry, is scheduled to be operational in 1962.

In addition to the installation, Service Company's Government Services organization is responsible for checkout, test, integration and operation and maintenance of all of the BMEWS equipment and facilities at the Alaskan site, as well as at Sites I and III.

Each site is self-sufficient, with its own electrical power, computers, and all necessary facilities to support administrative and maintenance personnel.

Both of the Arctic bases are thriving "small cities" complete with comfortable living quarters, good meals, medical facilities, and a variety of recreational outlets such as a gymnasium, hobby shops, bowling alleys, movies, TV and sports.

The Clear site can house approximately 800 men. The climate is cold and dry. There is scheduled train service to and from the site and Fairbanks—one each way daily except in winter when trains run two times a week.

Safety in the Home. When Alan Snodgrass was taught the technique of Rescue Breathing as part of the Safety Orientation given to all new employes by N. Richmond, Administrator, Project Safety (Riverton), he had no idea that he would use this knowledge to save the life of his young son.

Year-old Douglas, choking over food he could not dislodge, failed to respond to the "heels over head" position and was unconscious and blue-black in color as his parents rushed him to the nearest hospital.

On the way his father, pulling the boy's tongue back, used mouth-to-mouth respiration, applying a steady pressure and increasing it slowly. The chest filled, and color finally began to return.

Alan Snodgrass and the son he saved by Rescue Breathing.

At the hospital, necessary mouth-to-mouth respiration was continued while equipment was made ready. Professional care dislodged the obstruction, after an hour's work, and Douglas was a happy and healthy boy on his way home—thanks to a Dad who knew about Rescue Breathing.

BMEWS Site II with three detection radars and scanner buildings.

Field Engineering Operations

Far East. Recently appointed Manager of the Far Eastern Area and headquartering at Tachikawa, Japan: Roderick L. Park, former GEEIA Manager Pacific Contracts, Japan, and prior to that, Manager of the Test Equipment, Calibration & Repair facility at Chateauroux, France.

His is an electronics background in communications, stemming from Infantry training and duty with the 9th and 71st Divisions in Europe as radio operator, radio repairman, and radio chief.

He got his BSEE in 1950 from the Michigan College of Mining and Technology; joined the Service Company immediately thereafter. His first assignment, at several ADC installations, gave him extensive experience in various phases of HF, VHF, UHF,

telephone, and fixed radar equipment. After further training in Camden, he was assigned to a Western Air Defense Force Division as an AN/FPS-4 Tech Representative.

He spent five years with the Alaskan Air Command's Communications and Electronics Engineering Agency, advancing to Chief Engineer, 5050th Communications Maintenance Group (Elct) AAC. He then, in 1959, went to France to manage the Chateauroux facility.

White Alice

Site supervisors and Anchorage Headquarters management persounel met on campus this summer at Alaska Methodist University for three one-week training courses in the principles of Management. White Alice Project Staff personnel conducted the classes, lecturing on their own responsibilities and goals as well as on site operations, equipment, financing, and the ever important human relations factor.

All of the trainees expressed their satisfaction with the program. One commented that "even in the classroom, they practice what they teach."

Each program closed with a banquet, at which the featured speaker was Lt. Colonel H. L. Hughes, Commander, Alaskan Communications Region.

Commercial Services

EDPS

In a survey conducted by the RCA 501 Users Association, the ability of computer trainees to "think logically" was logically found to be valued above any special training in mathematics or science, and an inability to "think things through" was regarded as the most serious weakness. For the "magic" of the computer's brain is in the brain of its operator.

Proof of the dependency of the machine was recently demonstrated—and artistically—by a demand upon it to write poetry in "beatnik" style. Here is the result, written by an RCA-301, which might well be titled "Aftermath:"

"Yet life loomed meanly upon broken worlds

As dream dying cold neath crowded hopes.

Still star blazed freely in crowded fields.

His idols smiled."

How? Clair Phillipy, a member of the EDPS Training Laboratory Staff who programmed the material, explains it this way.

A vocabulary of approximately 90 words, applicable to beatnik verse, was pre-selected by the Programmer. Broken down into groups of nouns, verbs, adjectives, adverbs, et cetera, the words were loaded from magnetic tape into the computer's memory.

The program first generated a random number, using Lehmer's method. The digits of this number were then used to select a word from each of the word groups.

These words were arranged in grammatical sequence, forming a line, and the line was printed on the On-Line printer . . .

"Yet blood brooded cold round gaunt bodies

And water drained freely through vast fields.

Though light flowed meanly near crowded hovels,

One love leapt."

The computer has prepared a book of verse containing over one hundred pages and over four hundred poems. And it's planning to try its skill in abstract art—with a great big assist from a Programmer.

Technical Products Service

Radio City Music Hall, the mecca for theatre-goers in New York, is a showcase of precision—from its celebrated line of Rockette dancers to the most remote of its more than one hundred microphones.

Built in 1932, the block-wide Hall was and still is the world's largest and most spectacular theatre, featuring both motion picture and staged productions.

Eighty million people a year fill its 6,200 seats for show after show, watching the 3-ton golden contour curtain part under a 60-foot proscenium arch. Nor are they disappointed in the "spectaculars" presented on a stage 144 feet wide and 67 feet deep—making full use of such mechanical devices as three giant hydraulic elevators, disappearing footlights, rain and steam curtains, a traveling bandwagon for the orchestra, a rear-projection booth

Instructor Karl J. Kurz, Jr. (standing), White Alice Personnel Manager, at a course of study conducted for Project Management Personnel of the Alaskan operation.

for scenic effects, and the finest in lighting and sound systems.

As Good as its Sound. That the show goes on without interruption—insofar as its sound is concerned—is up to the Hall's Sound Director, Warren Jenkins. His is a wealth of extremely versatile equipment, practically all of it designed, manufactured and serviced by RCA.

As one might expect, maintenance is of prime importance, the purpose being to prevent unfortunate emergencies before they occur. To this end, Tech Products Service's Sound Engineers James Zoltowski and Stanley Journeay are on full-time duty. Zoltowski, who is in charge of Sound System Maintenance at the Hall, has been on the job for the past year; Journeay for many years.

Theatre Service Engineer J. J. Zoltowski changes a tube in a Music Hall amplifier.

The projection booth is a good place to demonstrate the careful precautions taken. Two complete RCA PG-143 sound systems are incorporated into a dual channel layout, each system comprised of MI-9050 soundheads, monitor amplifier, voltage amplifier, compensator panel, power amplifier, plus two additional power amplifiers in parallel.

A flip of a switch means instantaneous channel change. A third channel used mainly for "effects" has been added to the booth racks which can be fed through what is known as the "house speakers." These speakers are independent of the network stage speakers—another safety device for reaching the audience in case of emergency.

Each of the four projectors has its own exciter lamp supply, featuring both regular DC and emergency AC supplies.

The RCA engineer's routine consists of machine balance, soundhead and optic checks, exciter lamp and phntocell efficiency, weekly frequency runs, overload runs, magnetic cluster care and, of course, periodic amplifier overhauling. When magnetic prints are in use, a four-channel magnetic system which can be controlled on either a regular or emergency channel, is also part of the engineer's maintenance responsibility.

Warren Jenkins (right), Music Hall sound director, with "audio mixer" Ralph Bender at mixing console.

These routine checks are made somewhat easier due to an RCA channel selector device through which either optical or magnetic regular and emergency snund may be fed and monitored. Automatic "dummy load" switching is the big asset here when selecting any of ten feeds which can be monitored for either testing or booth sound.

Neither Zoltowski nor Journeay stop their work in the booth. The stage sound apparatus and various P.A. systems are also prudently cared for. Practically all of the sound control console and its sound sources are custom built for the most flexible sound mixing possible.

At times as many as 100 microphones are in use throughout the theatre, all of which are carefully serviced. These many sources of sound are fed through individual pre-amplifiers which are patched and mixed at the console. Sound is then fed through a three-channel system which has directional control. This control is governed by seven hidden loudspeakers which can handle as much as 280 watts of audio power.

Seat phones, call systems and intercoms are in constant use, and help to make the Music Hall assignment more than routine for the RCA servicemen.

The vast dimensions of the Radio City Music Hall are a consideration when changes in sound equipment are contemplated.

Consumer Products Service

Color TV's Rosy Picture

Despite RCA's fast growth in nther fields of the electronics industry—such as electronic data processing, new circuitry, defense and space—the consumer-entertainment business accounts for the major single share of RCA sales and revenues.

RCA's home instrument operations in the first six months of this year were the most profitable in ten years, and sales the best for any first half since 1957. Color TV receiver profits ran 45 per cent ahead of the initial six mnnths of 1960, and black-and-white TV operations also showed a tremendous profit improvement.

Further, long-range corporate projections show that the consumer-entertainment field will continue to provide the largest source of income in the future. RCA President John L. Burns, at a testimonial dinner given in his honor, projected a total industry figure amounting to $7.5 billion for the year 1970 . . . of which Color TV set sales, servicing, and broadcast revenues will account for 4.3 billion.

Color TV in 1960, Mr. Burns said, reached a status of a more than $100 million industry—placing it, in corporate terms, among the top one per cent of the nation's industrial leaders. It is expected to reach a going rate of $200 million in 1962.

"This is the practical end-result of research and development, for which we have been more than willing to pay the price," Mr. Burns said.

He stressed that RCA proposes to "maintain leadership in color, to lengthen it. Our goal is nothing less than an RCA Victor color television market surpassing in volume and profitability our greatest years in black-and-white."

Supporting evidence for these projections is abundant:

Manufacturing. With only one exception, every major TV manufacturer is "in color" this Fall. The entry of so many important companies into the color market will provide the exposure so necessary to the success of any product. This was established conclusively in black-and-white, and will be validated again in color.

At RCA, color television production lines are operating at high capacity, with heavy back orders—more than at any time in Color TV's seven-year history.

Broadcasting. Color has become a "must" for more and more network and independent TV stations. In the past three years, community outlets for colorcasting have increased from thirty-three to sixty-one, and many others are known to be sizing up equipment needs.

Programming. In 1954, the first year of network color broadcasts, NBC-TV was presenting 68 hours of programming in color. Today the network expects the final figures for the 1961 calendar year to list 1,600 hours of color—an increase of 2,500 per cent. In 1962, it should reach 2,000 hours.

Between network and local progamming this Fall, there will be a great variety of color dramas, musicals, sports events and spectaculars. One of the most outstanding—Walt Disney's new hour-long "Wonderful World of Color"—is being co-sponsored by RCA.

The RCA Product. W. Walter Watts, who is President and Chairman of the

Board of the RCA Sales Corporation, has said that those of the buying public who haven't kept up with color TV improvements are in for pleasant surprises that include far brighter picture tubes, and set performance and dependability as good as black-and-white receivers. He added that there is nothing on the horizon that would obsolete the color sets being sold today.

The 1961-'62 line has retail guide prices ranging from $495 for a table model to $1500 for the color home entertainment center.

Improvements in the picture tube (resulting in an increase of up to 50 per cent in brightness and contrast) are accompanied by advances in the chassis and tuners. The chassis features noise inversiun circuits aod 24,000 volts of picture power. The "New Vista" tuoer employed in all models provides unsurpassed performance from many hard-to-get stations.

The Deluxe series consists of two table models, two consolettes, one console and six lowboys.

Branch Mgr. Verdon and Field Sales Mgr. Ray (l. to r.) at "New Frontier" kick-off, S. Charleston branch.

The Mark series includes three consoles, seven lowboys and one 6-speaker combination unit.

Independent Servicing. In addition to the Service Company's well-established and nationally famous "factory service," RCA has reached out once more to train the "independents" in the servicing of color, as it did in black-and-white.

Recently, for example, a special three-week color service training course was conducted for 200 technicians at the RCA-Harrison, N. J., plant.

Conducted in cooperation with the RCA Service Company and the RCA Sales Corporation, the course was sponsored by Krich-New Jersey, Inc., an authorized RCA distributor.

Larry Black, Consumer Products Service Administrator of TV Training, Eastern Region, conducted the color course with Chief Technician Dave Crawford, Trenton Branch.

New Frontier Contest

District Manager B. F. Schroeder, Columbus, and Field Sales Manager Warren Ray of the Columbus Branch, launched a novel "high-gear" presentation for Branch Managers (see pic).

Gears were added to the gear-board after a good pitch on the subjects listed—i.e., *Tech Sales, Night Phones, Multiple Systems, Warranty, Quality Service, Improved Performance* and *Gross Margin.* The final gear, labelled *Branch Manager,* demonstrated the drive necessary to make the wheels go round, and that *all* gears must turn to operate the high gear of gross margin.

Subsequently, two Columbus district branches placed creditably in the "New Frontier" contest. At the end of Phase One, South Charleston branch was runner-up among the nation's top branches. And Youngstown showed third on the list of twenty-six branches in its division.

Multiple Sales

Service Company's exhibit at the New England Hospital Assembly clinched a five-figure contract, according to N. E. Regional Sales Manager J. J. Badaracco. The prospect, the Newport (R.I.) Hospital, was sold but not signed when its Administrator visited the exhibit. Thereafter, Custom Products Salesman Bob Zexter persistently followed up on his advantage; closed the deal after six months of tenacious selling.

Tested Tips for Typists

Devote three minutes at the start of each day to cleaning your typewriter. Use a long-handled brush for corners, a dry bristle brush for cleaning type, a pin to clean clogged letters.

* * *

When inserting several sheets of paper, fit the leading edge into a folded length of paper and release the paper feed to insert the pack behind the platen.

* * *

To remove carbon paper, hold the typewritten sheets at the top left-hand corner, and pull the carbon sheets away at the bottom.

* * *

Protect the platen from undue wear, and get better original and carbon impressions, by putting a backing or second sheet at the bottom of the pack.

Set the tabulator for use in typing statements, for paragraph indentations, subheadings, and the complimentary close and name at the end of your letters.

* * *

White chalk or aspirin, rubbed over an erasure and dusted with a clean brush, will disguise it. Sandpaper or any emery board will clean your eraser.

* * *

To insert an omitted letter: erase the whole word; start to retype in the space immediately following the last letter of the preceding word; hold down the space bar while you strike the first letter; release the space bar and depress it again to strike the second letter, and etc.

* * *

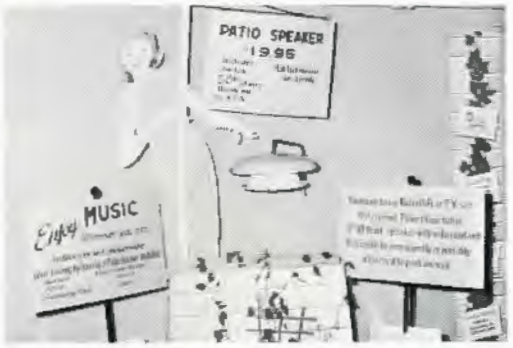
Tap the key and space bar alternately, using both hands, for quick repeating of dashes or asterisks across the page.

Mixed Pix

JEAN ARMSTRONG, CPS Engineering, celebrated her 25th RCA year. Mgr. M. G. Gander presided.

B. F. LITTELL, Chief Librarian, Redstone, with the Misses Cunningham and Pless (top, 1 and 3) and summer crew which defected to college.

M. E. WHEATON, TPS Region Manager, gets 25-year pin. (l. to r.) Execs. Johnson, Jones (Wheaton), Bachin, Stanko, Fischer.



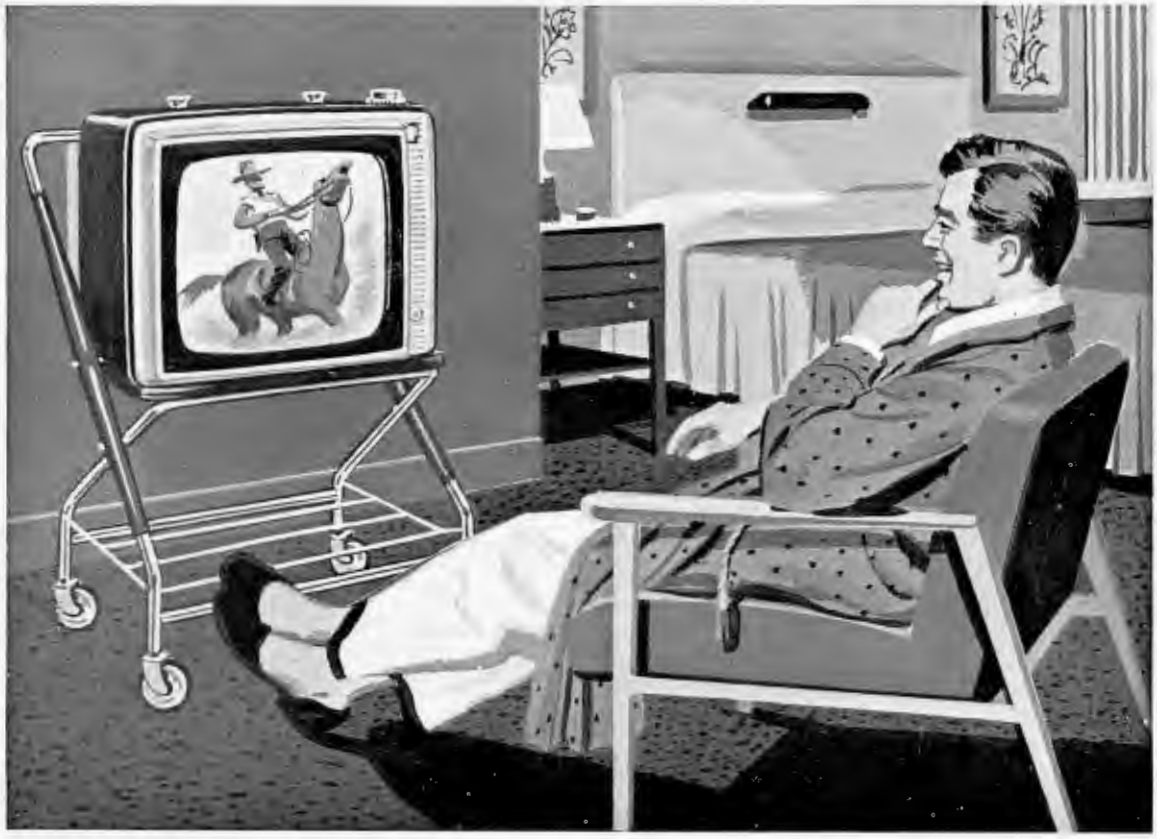
COLLINGDALE show-window with patio speaker was designed by CPS Branch Mgr. Overholt and confreres.

CLIFF ALLEN, with Mgr. McCormick, is first Journeyman in N.E. Phila. CPS branch to receive 15-year pin.

B. L. GROSSMAN, CPS Field Sales Mgr. (right) with Eastern Region men (l. to r.) Baiwir, Strep, and Weir.

R. C. GRAY, CPS Field Operations Mgr., and 20-year pin received from (right) Div. Vice President Borgeson.

THE MESSRS. SCHNEIDER, FISHER and WLASUK, who are new 15-year men in CPS Engineering, with Mgr. M. G. Gander, at left.



Purchase it or lease it . . . "Mural TV" Sets by RCA Victor

—Custom-designed for Hotels and Motels—rates guest returns, recommendations

RCA VICTOR "LIVING COLOR" TV is a proven traffic builder. Perfect for lobbies, restaurants and luxury suites. Like two sets in one, Living Color TV brings you superb b/w performance too! Smart table model styling, in several popular furniture finishes. Legs go on or off with ease.

GUESTS APPRECIATE the finest in every aspect of service . . . and in television, that's RCA Victor's bright, clear picture and superb sound quality. On your side of the desk, too, RCA Victor will rate first . . . with minimum maintenance thanks to its rugged construction and tamper-proof back.

Let's see how easily you can provide guests with "Mural" series RCA Victor Television in every room:

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(This Service Company advertisement is scheduled to appear in the following publications: **Hotel World Review & Hotel Management, Tourist Court Journal, American Motel, Architectural Record, Hotel Monthly,** and the **American Hotel Association Product News.**)