



Cahill, Zaun Get Merit Awards

Two of Fifteen Honored by RCA

The past year's activities of RCA Service Company personnel were duly commended when two of its members were presented with 1947 RCA Merit Awards.

Our prexy Ed Cahill and Home Products head Bill Zaun were among the group of fifteen honored in the presence of top company officials at a dinner on January 17th. Principal speaker on the occasion was Frank Folsom, Executive Vice President who emphasized the benefits to the company and all its employees from the work of award winners. J. G. Wilson, Vice President and General Manager, read the citations and made the awards. Conferments at the third annual dinner consisted of miniature gold watches set in gold money clips and scrolls citing the recipient's achievements.



Ed Cahill (right) and Bill Zaun look pleased with their Merit Award citations.

Individual citations of the two men are as follows:

The RCA Victor Award of Merit for the year 1947 is hereby made to Edward C. Cahill for extraordinary service to the Corporation.

(Continued on page 3)

Fords Win Contest

Bob Gray Manages Shop To Victory

When Bill Zaun fired the gun for his Television Shop installation and service contest, men in twenty-four shops became active participants. The race was close all the way, but when the finish came Fords was out in front with 139.8% of their quota.

Bob Gray, Fords' manager, was reached by phone and said, "Well, my men deserve a lot of credit. In spite of some bad weather and other factors we came through. Brother Andy kept us on the run."

Yes, Brother Andy and his gang deserve a lot of credit for their constant effort and last minute spurt to hold second place with 133.5%.

Another shop which was ever a factor was Corbett's Brooklyn boys. They racked up a close 128.5% to nose out Gould of Chicago, 69th St. Others who finished in the money as \$100. bond winners are Newark, Hollywood and Long Island City. The complete order
(Continued on page 4)

INDUSTRIAL AWARDED NEW NAVY CONTRACT

A U. S. Navy contract for service and parts, including repairs of Navy shore-based public address equipment, was recently awarded to the Industrial Division. The contract, which covers up to 300 Navy installations, was negotiated by Bill Jones, division head, and Bill Ballinger, manager of PA section.

Industrial's contract with the Navy followed closely on the Theatre Division's contract for service in shore-based theatres. Thus, of the two important service contracts signed by the Navy on such equipment in the past year RCA Service Company has received both.

Service Co. News Promotes 20th Anniversary Picture Contest

The 20th Anniversary story in our February edition has set the old guard in Theatre Service to reminiscing about "those good old days".

Mostly they have been talking about the reproducing equipment used in those horse and buggy days of sound motion pictures. So we thought we would get out the album and run some pictures of those ancient systems. Right there we got a jolt. We couldn't find any. Therefore, we're appealing to you. We're even offering fancy prizes as an additional inducement.

GRAND PRIZE

We're offering a grand prize of \$25.00 in records (list price) or a hat priced up to \$15.00 to the individual who turns in what we select as the best picture. The next best 10 will have a choice of a streamlined Nona four-color lead pencil or a plastic incased Autopoint telephone index.

This contest is open to employees in all divisions of RCA and to RCA Theatre Supply Dealers and their employees.

CLOSES APRIL 1ST

The judges' decisions will be final. In case of ties, duplicate awards will be made. All pictures must be submitted with the understanding that we may use them any way we choose. All pictures will be returned. Entries must bear a postmark not later than April 1, 1948.

The prize-winning pictures will probably be old ones from your souvenirs. But they might be a 1948 picture of one of those old systems which has defied time and the wiles
(Continued on page 2)

RCA SERVICE COMPANY NEWS

The RCA Service Company News is published at Camden, New Jersey for employees of the RCA Service Company, Inc. Editorial offices are located in building 5 floor 7, extension 2242.

EDITOR

JOSH BILLINGS, JR.

Vol. 5, No. 2 February, 1948 Camden, N. J.

Editorially Speaking

● THE BOND DRIVE

With the mailing of the January issue of the News we included "peace" bond subscription blanks to be used in connection with RCA's company-wide drive. As was to be expected, the Service Company was a bit slow on the uptake, for our personnel are stationed all over the country. It was a week before the mail started coming in, and thus, our showing of 40% of our quota is good.

In view of the circumstances peculiar to our organization the drive has been extended, for we don't want any participants left out. The applications are still coming in, so if you've forgotten YOURS to date, better fill it out now. Norman Lehr on 5-7 is on the receiving end waiting to give us the good word when we hit our quota. Let's all share in beating that quota.

Courtesy Is A Must Say Our Many "Bosses"

By Ed Cahill

We're never surprised and always pleased when we open a letter which reads like this: "Your Mr. Robert Kinz repaired my television set last week and he was so thorough and courteous that it warrants my writing to you."

or this

"I wish to bring to your attention the very efficient and pleasant manners by two of your employees, Mr. W. G. Peregoy and Mr. F. R. Starr. It is a pleasure to commend men like this because it is so infrequent today."

or this

"His (G. M. O'Connell) efficiency, courtesy and thoughtfulness were a testimonial to the calibre of men hired by RCA and we cannot speak too highly of the service he and the Franklin Square Shop rendered us."

But we are surprised and deeply mortified every now and then by an honest-to-goodness stinger which says bluntly that the writer wasn't treated like a customer ought to be treated.

Mostly, we suspect these people have been the targets of remarks that were well intended, but phrased without regard to their reaction on someone whose blood might be near the boiling point.

A customer, when he's all hopped up because of some grievance, either real or fancied, can be pretty touchy. The least discourtesy or thoughtlessness in handling such a person is apt to blow him up like a cigarette on a toy balloon.

I claim, without any reservations, that there has never been a service organization that has been so unflinching in this matter of courtesy. This is no mere boast. The never-ending in-flow of letters saying this in just so many words is our proof.

It seems terribly unfair to the many fellows whose work inspires these glowing compliments to have any part of it offset by an occasional display of bad temper, impudence or carelessness on the part of a few.

Moreover, our "bosses"—the many customers we serve—won't tolerate it.

The human species must be handled with care.

Always be courteous, friendly and fair.

Consider the customer's point of view—

Treat him as you'd want him to treat you.

CAN YOU USE AN EXTRA \$500?

Would you like to pocket up to \$500.00 without adding extra hours to your schedule? If so, you can start right now by acquainting yourself with the RCA Suggestion Award System.

In 1947, there were 3845 suggestions submitted by RCA employees, and 1189 received a total of \$23,648 in cash awards. This means that each averaged about \$20.00.

However, only 66 Service Company employees entered suggestions of which 8 received awards and 16 are still under consideration. Yet the 8 Service Company winners averaged about \$75.00 for each award.

This indicates the unique position which we occupy in the suggestion picture. It is apparent that the fields of Service Company operations are well suited to suggestions. Charlie Moore, theatre service engineer of the Dallas District, demonstrated this when his suggestion on the RCA In-Car Speaker brought him the maximum award of \$500.00. He is operating in a field which has been in existence for twenty years, so men in television work should have a regular field-day.

At present all new television shop employees receive a personal letter from Bill Zaun, Home Products head. This contains valuable suggestions on what and how to win. The time for all Service Company employees to act is NOW! So, give some thought to your field; and remember your idea may be worth \$500.00!

The Thinker

By Berton Bradley

Back of the beating hammer

By which the steel is wrought

Back of the work shop's clamor

The seeker may find the Thought—

The Thought that is ever master

Of iron and steam and steel,

That rises above disaster

And tramples it under heel!

The drudge may fret and tinker

Or labor with lusty blows,

But back of him stands the Thinker,

The clear-eyed man who knows;

For into each plow or saber,

Each piece and part and whole,

Must go the Brains of Labor,

Which gives the work a soul!

Back of the motors humming,

Back of the bells that ring,

Back of the hammers drumming,

Back of the cranes that swing,

There is the eye which scans them

Watching through stress and strain,

There is The Mind which plans them,

Back of the brawn, The Brain.

Might of the roaring boiler,

Force of the engine's thrust,

Strength of the sweating toiler—

Greatly in these we trust.

But back of them stands the Schemer;

The Thinker who drives things through,

Back of the Job—The Dreamer

Who's making the dream come true!

PICTURE CONTEST

(Continued from page 1)

of our salesmen, field engineers and dealers. To be really obsolete, an equipment must be one of the types ranging from a PC-1 to a PC-13, therefore nothing newer is eligible. We prefer pictures which show sound equipment, but any picture going back to those early days is eligible if one or more of the early pioneers—either field engineer or projectionist—is in it. And even if you don't think it's a prize winner, send it along anyway.

So start looking now. And when you find anything that comes even close to meeting our specifications, send it to RCA Service Company News, Attention Picture Contest, Bldg. 5-7, Camden, N. J.

To protect your pictures, be sure to pack them between several pieces of thick corrugated paper. And don't write on the back. Instead, put identifying captions and descriptive text on a separate piece of paper.

Merit Awards

(Continued from page 1)

In his capacity as President of the RCA Service Company, Inc., he has accomplished certain major objectives as follows:

1. Mr. Cahill was assigned complete responsibility for a project without precedent in the history of the industry: the building of an organization for the installation and maintenance of television receivers. Filling this responsibility has required at every stage the making of important decisions without benefit of established patterns.
2. The required organization was functioning on a full scale within a very short interval of time, thereby avoiding what might have been a serious deterrent to the scheduled development of the Division's television manufacturing program. The speed with which the task was accomplished has been of inestimable value in helping to establish and maintain RCA Victor's leadership in the television industry.
3. The service organization developed by Mr. Cahill reflects a wisely planned program for the selection and training of personnel. Hundreds of unsolicited letters have been received from individual consumers, complimenting RCA Victor on the high standard of character, intelligence, and ability found in RCA Service Company television service engineers. The value of such impressions extends far beyond their relationship to any single product: they constitute a major contribution to the good will enjoyed by RCA Victor among its distributors, its dealers, and the public at large.
4. The existence at its present high level, as well as the continued wise administration, of the organization responsible for these outstanding achievements is directly attributable to Mr. Cahill's extraordinary foresight and to his intelligent administrative planning.

The Committee for Awards welcomes this opportunity to recognize these accomplishments by granting the RCA Victor Award of Merit for 1947 to Edward C. Cahill.

COMMITTEE FOR AWARDS

The RCA Victor Award of Merit for the year 1947 is hereby made to William J. Zaun for extraordinary service to the Corporation.

In his capacity as Manager of the Home Products Service Division of the RCA Service Company, he has accomplished certain objectives as follows:

1. The outstanding success in its first full year of the RCA Television Owner Policy, a potent factor in RCA's television leadership, is attributable in a major degree to Mr. Zaun's uncommon insight and tremendous capacity for hard work.
2. During the year the staff of the Home Products Service Division was increased from less than 200 to over 1,000 while maintaining the technical qualifications of the personnel at a very high level. This increase required the interviewing of over 20,000 applicants. Mr. Zaun personally exercised control over the standards, refusing to compromise with quality for the sake of expediency.
3. Under his leadership, the number of fully facilitated television shops was increased from ten to twenty-five. Installations for which Mr. Zaun's organization was responsible increased during this period more than twelve-fold.
4. A merely acceptable effort on Mr. Zaun's

part would have left RCA Victor short of its goal. Inspired by his energy and integrity, his associates joined him in accomplishing a difficult assignment.

The Committee for Awards welcomes this opportunity to recognize these accomplishments by granting the RCA Victor Award of Merit for 1947 to William J. Zaun.

COMMITTEE FOR AWARDS

In commenting on the awards Ed Cahill stated, "All of us in RCA Service should feel proud, for it is only through the efforts of all working together that meritorious achievement is possible."

Last year the Service Company was represented among the merit award winners by Merrill Gander of Home Products. The double selection this year kept pace with the proportional increase in Service Company salaried personnel.

Service Company Welcomes Milling To New Vice-President Post

Of particular interest to our readers was the recent announcement that Mr. J. A. Milling has been appointed Commercial Vice President of the RCA Service Co., Inc. In this newly-created post, Mr. Milling will supervise all of our company's merchandising, sales, advertising and promotional activities.

As pointed out in our December edition, the scope of our activity has grown enormously during the past year. All operations have been on the upswing with television leading the way to new dimensions in service, sales and employment. With an even greater growth in prospect, the additional executive post to which Mr. Milling has been appointed became a virtual necessity.

Product-wise our Service Company's activities are the most diverse of all RCA Victor units. There is not an RCA Victor product with which we do not deal in some fashion. An executive of our company, therefore, ought to have widely diversified experience. This Mr. Milling has as the following highlights on his RCA career will bear out.

"Shine" as Mr. Milling is known to his friends and associates, joined RCA in 1928 following his graduation from Clemson College, and served in the engineering, advertising and sales division of the Tube Department until 1935 when he was put in charge of replacement parts, accessory and test equipment sales with headquarters at Camden. Starting in 1938 he served for a year as coordinator of RCA Victor's television activities. This was followed by a term of several years as supervisor of commercial activities in small radio sets.

When home instrument activities were



J. A. MILLING

suspended because of the war, Mr. Milling was made a Staff Assistant to the Vice President in Charge of Manufacturing. His next assignment was that of Manager of the Bloomington, Indiana, plant, which post he held until he was made head of all RCA Victor's manufacturing operations in 1944. When commercial production was resumed, he was appointed General Manager of the newly formed Parts Division.

Besides his thorough knowledge of RCA Victor workings, Mr. Milling has a wide acquaintanceship with RCA Victor distributors and their problems. All together these assets should prove a big help to our company. We extend to him a hearty welcome and best wishes for success in this new position.

TELEVISION TRAINING PROGRAM IN FULL SWING

The television training program inaugurated over a year ago has been a great asset to the men in all phases of shop work. Full training operations include programs for new men, key supervisory technicians and personnel outside the company.

RCA technicians who recently received training on latest models are pictured at right above. At lower right is a class of Westinghouse men who received training as a result of RCA's interest in promoting high standards of operation in the whole television field. All men who attend these classes have remarked on the great value of the information obtained; and it is reasonable to assume that they have been able to pass on much of what they have learned to other personnel.

Meagher Addresses Radio Men at Philadelphia

January saw a three day meeting of more than 1200 radio technicians at the Bellevue-Stratford Hotel, Philadelphia. The subjects up for discussion were FM and Television. In that respect the Service Company's John Meagher of Home Products was invited to present papers which included: "Service On The Bench", "Service In The Home" and "Television Alignment Procedures".

The great turnout indicates the widespread interest of these subjects among radiomen, and the numerous compliments Meagher received betoken the enthusiasm with which he was received.

FORDS WIN CONTEST

(Continued from page 1)

of finish is as follows:-

Fords	139.8%
Cliffside Park	133.5%
Brooklyn	128.5%
Chicago (69)	120.0%
Newark	109.03%
Hollywood	102.9%
Long Island City	101.5%
Bronx	88.8%
Bronxville	83.7%
Franklin Square	82.7%
Detroit	82.0%
Arlington	81.9%
Collingswood	81.4%
Chicago (Foster Ave.)	81.03%
Baltimore	79.0%
Bryn Mawr	79.0%
St. Louis	77.3%
So. Norwalk	72.5%
Albany	67.9%
Cleveland	56.1%
Cincinnati	54.9%
Gwynhurst	53.0%
Milwaukee	50.1%
Cambridge	14.8%



The above are Westinghouse employees who received television training under the direction of R Scully, W. J. Zaun and J. D. Callahan who stand 4th, 5th and 6th from the left respectively in the first row.



The above are Television shop men brought in to the Home Office for an extension course in television servicing; they are from all parts of the country. Included are: Front Row (l to r) R. Cochrane, A. Bassnett, C. Jordan, J. Dickey, R. Scully (Home Office) J. Falkenstein, J. Masters, J. Worthington, D. Brady; middle row (l to r) P. Wagner, G. Hattel, W. Howser, R. Hubbard, J. Rudins, L. Frey; rear row (l to r) L. Smith, P. Valentine, R. Peard, A. Marquardt, W. Wilson.



R. C. GRAY



F. A. HILDERBRAND



J. J. CORBETT

Pictured above are first three finishers in the Television Shop Contest which ended Feb. 15th. They are: Bob Gray, Forde; Andy Hilderbrand, Cliffside Park; and J. J. Corbett, Brooklyn.

Scandinavian Airline Men

Instructed By Service Engineer

Five engineers of the Scandinavian Airlines recently completed a 5-day special course of training conducted by Willard Hanson, communications engineer, in RCA Flight Laboratories at Camden's Central Airport. Instruction covered the operation of RCA AVQ-6, aircraft altimeter and terrain clearance indicator, and the AVQ-9, radar high-altitude altimeter.

Scandinavian Airlines, holding company for companies of Norway, Denmark and Sweden, is now 100% equipped with RCA altimeter units. The highly technical nature

of the equipment, which utilizes radar principles, calls for special instruction of personnel. Scandinavian engineers participating in the course were Ingvar Tonseth and Reider Holman of Norway; and Sven Sandelin, Helge Bjorklund and K. Engebretson of Sweden.

When the CAA board recommended terrain clearance indicators for all American domestic aircraft most foreign lines followed the idea. Scandinavian is an outstanding example.

"Atlee System" Lends Efficiency

To Customer Complaint Handling

Consumer complaints addressed to factory headquarters may be a source of "headache" to some manufacturers. However, in the case of RCA's radio, record and phonograph products Frank Atlee of RP customer complaint has the situation well in hand. His system provides speed in handling and satisfaction for the customer.

The plan is directed by Home Products field supervisors who keep distributors "on the beam" at all times. Thus, no matter how serious a case may appear at first there is always a prompt solution worked out. Only in rare instances is it necessary for District Office personnel to render assistance.

Proof of the plan's success may be seen in the "thank you's" received by Frank from customers whose troubles have been cleared up by local distributors or dealers. Here's a sample:

"Gentlemen:

I wish to advise that my complaint of Jan. 31 has been efficiently disposed of by your Mr. Knodel of the local RCA distributing organization. Mr. Knodel was most cooperative in his efforts to remedy the complaint and has replaced the entire unit to my satisfaction. May I extend my sincere thanks for your promptness in handling this matter."

At regular intervals the "efficiency rating" of each distributor is computed. This is based on percent of cases handled and speed in handling. A grade is thus reached for every distributor, and the service districts also receive a grade based on the performance of the distributors in each district. The rating takes into consideration the factor



F. ATLEE

of time for distributors with large districts over those with compact territories.

A comparison of 1946 and 1947 district ratings indicates increases as high as 26% in Dallas with the national average up 6%. The small spread of 19% between New York, the leader, and Chicago, last place finisher, shows the close contention among all districts. Another factor is the registering of ties by Kansas City and San Francisco for 4th place and Atlanta and Cleveland for 6th.

The rated order of finish by districts for 1947 is as follows: (1) New York (2) Philadelphia (3) Dallas (4) Kansas City and San Francisco (6) Atlanta and Cleveland (8) Los Angeles (9) Boston (10) Pittsburgh (11) Chicago.

Optical Problems In Discussed



Fig. 1—Television Projection equipment employing 30-inch spherical mirror and 22½-inch aspherical correcting lens.

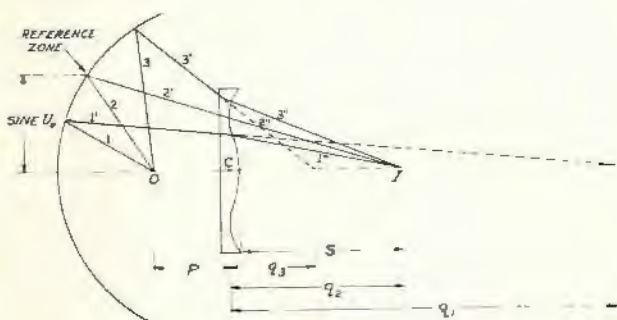


Fig. 2—Diagram illustrates general principles of reflective or Schmidt optics.

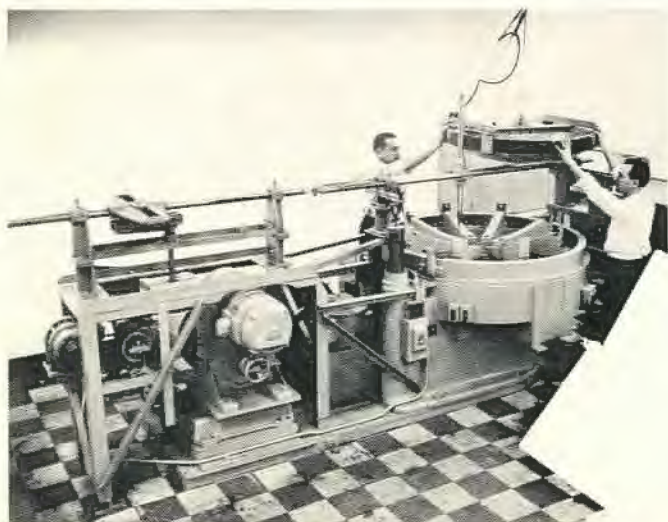


Fig. 3—General view of grinder used in construction of 42-inch mirrors shows Dr. Maloff and assistant operating equipment.

ED. NOTE: The third of our series of technical features on RCA products contains an extended discussion of last month's subject, Large Screen Television. This article is confined to optical problems and thanks are due I. G. Maloff of RCAV Home Instrument Division and The Society of Motion Picture Engineers, for whom it was prepared originally.)

Optical problems involved in the production of large screen television are among the most difficult and interesting encountered in the television field. Any discussion of these problems necessarily involves the choice of suitable source of picture, optical projection system, screen to fit a particular auditorium, and ambient lighting in the auditorium.

In the course of development numerous solutions to the above problems have been suggested and demonstrated. Among these are various types of light valve, supersonic light cells, mirror and lens drums, Mangin mirrors, refractive and reflective optical systems, and lens and mirror type viewing screens.

Intermediate Method

One of the most promising proposals involved in the "intermediate" or "zwischen" film method which was tried in the early thirties in Germany and is again under development in this country at RCA Laboratories. In this setup the televised picture appearing on the face of a cathode ray tube is photographed on motion picture film. After rapid processing reproduction follows through a regular film projector with delay a matter of minutes.

RCA research engineers have investigated most of the proposed methods and finally directed development along the lines of instantaneous systems. These involve combinations of high voltage cathode ray tubes, reflective or "Schmidt" optics, and directional viewing screens tailor-made to fit particular auditoriums.

Pre-War Demonstration

Before the war RCA produced and publicly demonstrated in a regular theatre in New York City a large screen television picture on a 15 by 20 foot screen. The equipment utilized a 7-inch projection cathode ray tube operating at 70 Kilovolts. The optical system was of the reflective or Schmidt type, using a 30-inch spherical mirror and 22½-inch aspherical correcting lens. The general appearance of this equipment is shown in Figure 1.

Since the war the RCA organization, basing its work on previous experience, chose to continue developments along the lines of the prewar prototype. Recent developments resulted in two types of large screen television systems. The first, the auditorium type, utilizes a cathode ray tube 7 inches in diameter operating at 50 kilovolts. The optical system consists of a 21-inch spherical mirror and 14½-inch aspherical correcting lens. This system, having approximately 6 x 8 foot screen, was publicly demonstrated at the NAB convention in Atlantic City, September, 1946 and at the SMPE Convention in New York City in October, 1947.

Theatre Television

By I. G. Maloff

The second system, the theatre type, makes use of a 15-inch cathode ray tube operating at 80 kilovolts. The optical system consists of 42-inch spherical mirror and 30-inch aspherical correcting lens. At present it is the largest Schmidt type system in the world, since the 72-inch Schmidt telescope of Mount Palomar is not in operation as yet. Two 42-inch RCA Schmidt systems have been completed, tested and found to be up to expectations. These systems give pictures of 18 by 24 feet in size.

In general the optical problem of large screen television is to produce on a given size screen a picture of sufficient highlight brightness, resolution and tone gradation, so that nothing contained in the incoming signal is lost. The word "sufficient" has often been replaced by "maximum obtainable." It is a pleasure to state that with the new projector the SMPE Standard of 7 to 14 foot lamberts of highlight brightness has been met.

General Principles

The general principle of reflective or Schmidt optics, as used in projection, has been described in several publications.^o In Figure 2 the essential features of it are shown. Here a thin aspherical lens placed at the center or curvature of a spherical mirror introduces an amount of spherical aberration equal to that of the mirror but opposite in sign.

The construction of the 42-inch mirrors which was done at the RCA Camden Plant involved the development of a special machine shown in Figure 3. This figure gives a general view of the grinder having a 53-inch turntable. A 42-inch mirror blank is being lowered into a cradle by an electric hoist operated by Dr. Maloff and an assistant. The weight of the blank is 350 pounds. A view of the polisher in operation is shown in Figure 4. With polishing completed the mirror is aluminized in the tank shown in Figure 5. A mirror already aluminized can be seen at the left. Such large mirrors having relatively short focal lengths can produce weird optical effects such as shown in Figure 6.

Plastic Lenses

The construction of aspherical correcting lenses has been done essentially by the methods described in cited publications. They were made of glass, an inherently costly process. Eventually, however, these lenses may be molded from plastics just as in the case of correcting lenses for home projection television receivers. These lenses are being manufactured by the thousands at a cost of a few dollars each. One of the advantages of plastic lenses is that they are practically unbreakable.

Dr. Maloff acknowledges with thanks the able assistance of Messrs. R. F. Leuschner and M. Di Lorenzo in the construction of the optical systems described.

^o 1) I. G. Maloff and D. W. Epstein: "Reflective Optics in Projection Television," *Electronics*, December, 1944.

2) D. W. Epstein and I. G. Maloff: "Projection Television," *Journ. Soc. Mot. Pict. Eng.*, XLIV, 6 (June, 1945) p. 443.



Fig. 4—Mirror polisher in operation.

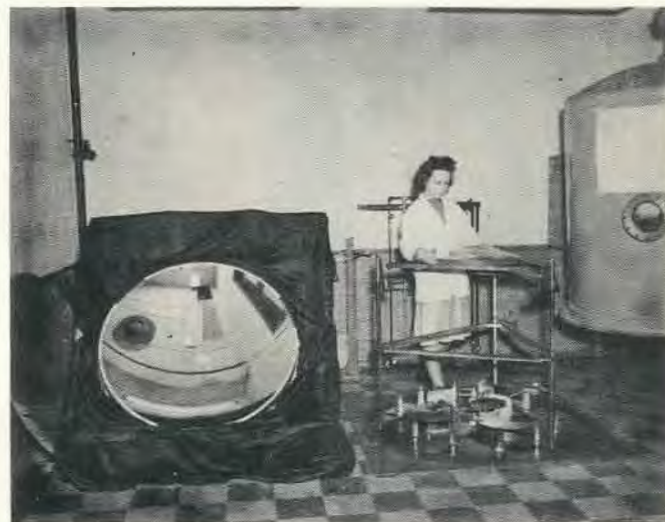


Fig. 5—Tank for aluminization of mirrors with finished mirror at left.

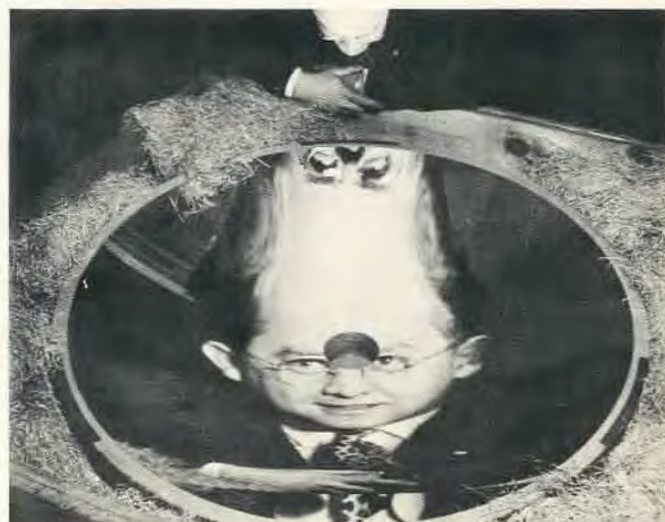


Fig. 6—A bird's-eye view of a large mirror makes your hair stand on end.

Camden and District Office News

Home Office Notes: B. D. Bachin
M. L. Dengler T. Leggoe A. Dudeff

"Two? Two? Did you say two?" was *Fred Swartz'* reaction when a telephone call informed him that he was the father of identical twin boys. Fred who works in Financial will have some new double entries to make.

Jim Mergenthal of Home Products gave recent notice that he is the father of a baby girl.



Pictured above is one of the cutest shots we've seen in a long time. It's *Betty Hayward* trying her seven-year-old hand at crocheting. Poppa Ken heads Industrial's Electron Microscope Section.



"Something for the boys"—11 year oldsters—is what we call the smiles brought forth by twins *Sheila* (right) and *Sylvia Fetter* who are seen above. Leon, their Dad is with Home Products.

In looking around the office for new faces this month we note that *Helen Wielusz* has transferred from Engineering Products to be secretary to *Bill Bohlke* in the Antenaplex Division. *Mrs. Marie Bee* is new secretary to *Lloyd Yoh* in Home Products, and *Mrs. Carolyn Barok* is at work in Financial's Central Files. Other recent additions include *George Purdy* and *John Rigert* who have taken over in Home Products assisting *Don Stover*. Also, *Bill Stewart* has transferred from the Collingswood Tel Shop to work with *Jim Sullivan's* Procedure & Audit group.

We bid goodbye with a wish for good luck to *Dot Damore* of 5-6 who transferred to Engineering Products and to *Betty Stannard* who left the company.

Financial's *Lillian Slomick* reports that her husband is now at work in the Collingswood Tel Shop.

Hello and best wishes for a speedy recovery to *Monnie Pitzer* of Publications who took a leave of absence for an operation at Cooper Hospital.

We express our sympathy to *Rosemary Noble* of Financial on hearing of the death of her Grandfather.

Fourteen of the more rugged in the home office took to the ice one evening during the cold spell. The party gathered at Strawbridge Lake, Moorestown, N. J. and the affair was a big success aside from a few who limped in to work the following day.

Century Circuit Men Visit Princeton Laboratories

Officials of the Century Circuit, New York City paid a visit to RCA's Princeton Laboratories last month on an invitation from the RCA Service Company. The group was escorted by Cyril Hoyler of Princeton Laboratories and included: Fred Schwartz, Joseph Springer and Leonard Satz of Century Circuit; Carl Johnson, Ed Stanko and Josh Billings, Jr. of the Service Company, Cam-

den; Bill Hardman of the Service Company, New York; and Bernard Sholtz of Theatre Equipment Sales, New York. The tour of the laboratories included talks on phosphors, sound equipment and large screen television. Latest developments in the laboratories were witnessed including those on large screen black and white and color television.



Photo above shows Cyril Hoyler, (left) RCA Princeton Laboratories, pointing out some of the features of a piece of electronic equipment to Century Circuit officials and RCA personnel who include: (left to right) Fred Schwartz, Josh Billings Jr., Leonard Satz, Joseph Springer, Carl Johnson, Bernard Sholtz, Ed Stanko and Bill Hardman.



Our genial Office Manager *Joe Murray* took the customary razzing from the boys when they heard of his engagement and wedding plans for October. After seeing the photo above of *Rosemary A. Collins* of Philadelphia, his fiancee, we think they'll agree that *Joe* as usual has the facts and figures.

Linda DiCiano of Financial has announced her engagement to *Joseph Bisazza* of Woodlynn, N. J.

Can't Talk, But . . .



Photo above is of *V. A. Wilkinson*, owner of the Ritz Theatre, Commanche, Okla., and his dog, "Spot" carries his own message; and *Mr. Wilkinson* says, "Your "dog" has helped me, and my dog and I are grateful."

W. B. Fletcher of Communications found himself on a false alarm in Salisbury, Md. a few weeks ago. He made the trip in answer to a call for someone to fix a noisy pylon antenna. It seems that the construction crew working on the erection of the tower had left a wrench hanging on a rope tied to the frame. This was the cause of the trouble, and was discovered about the time that *Fletcher* checked into town.

CHICAGO

Word was recently received from *J. P. Ware* of Cincinnati on the birth of a daughter. *Jim* was formerly in the Chicago District office and is currently employed by an RCA dealer, Mid-West Theatre Supply. Congratulations, *Marion* and *Jim*.

Welcome back to *Al Berg* who was off for a time as a result of an auto accident.

Chicago enjoyed recent visits from *W. W. Jones*, *Ed Stanko* and *John Volkman* in recent weeks.

With below zero weather, *Charlie Connaught* and *Ed Schneider* couldn't very well say that the heat was put on when they

moved into the windy city to service Coca-Cola's BIM installations.

Rus O'Toole turned up at the office recently with wife and *Butch*. Glad to see they're over their siege of illness. They say the baby is growing fast. How about a picture, *Rus*?

The semi-annual Furniture Market was held for two weeks last month in the building which houses our Chicago office. Thousands of dealers from all over the country attended and were quite interested in RCA's television display.

KANSAS CITY

H. M. Story

Al Stone enjoyed his visit at the home office in the latter part of January.

LOS ANGELES

C. Lewis

We pause to congratulate *O. L. Coulter* on his marriage on January 22nd.

NEW YORK

M. T. Baran

Regrets are expressed to *Bob Bisbee* on the death of his son in Philadelphia Naval Hospital last month. He had been serving in the Marine Corps, and his death from nephritis was rather sudden.

Scranton Get-together



The picture above was taken at a recent meeting of Scranton area field engineers and their wives on Jan. 26th. *Myron Wheaton*, Philadelphia District Manager, also attended. The group includes left to right: *Mrs. Armstrong*, *G. B. Armstrong*, *W. F. O'Brien*, *Mrs. Faulstich*, *C. J. Faulstich*, *Mrs. O'Brien*, *M. E. Wheaton*, *R. L. Brierly*, *G. G. Reed*, *Mrs. Reed*, *J. Conroy*, *Mrs. Conroy*, *Mrs. Sear*, *R. S. Sear*.

Television Shop Notes

ALBANY H. L. Warringer

Howie Warringer, Albany's shop manager, is pleased to report an addition to the family. It's a girl weighing in at 5 lbs. 10 oz.

BALTIMORE F. V. Tarkington

Bob Miller, shop clerk, took the final step on Feb. 6th, but we hear the happy couple are still in search of an apartment.

Congratulations to R. A. Hubbard who was recently called to Camden for advanced training.

Frank Tarkington, boss man, got a service complaint the other day. A housewife complained that she didn't buy television to look at the White House all day. That, by the way, is the test pattern for WNBW in Washington.

BRONX L. Pritchard

Best wishes go with Fred Weber on his promotion to the Camden staff.

Stanley Axelrod is also in the Bronx lime-light as a result of his recent marriage.

The welcome mat is freshly dusted off for Dot Pisa and Eileen Daly who give customers a cheery hello at the first tinkle of the phones. They've caught on quickly and are doing a "bang-up" job.

Lee Laws, dispatcher, is reported at work on a book as a result of the recent snows and cold waves. The title will be "How To Go Mad".

CAMBRIDGE F. S. Lakewitz



In reply to a request for pictures Fred sent us a number including the one above. This was taken on the drive along the Charles River just west of Boston's Esplanade, and shows one of the boys' eating places. Fred notes that the snow line had fallen about two or three feet when the picture was taken. Total fall to Feb. 2nd was over 100 inches with temperatures lingering around zero.

CHICAGO (69TH ST.) E. H. Wolffe

Two of the shop personnel are now proud papas of baby girls. They are T. L. Mitarnowski and M. E. O'Neill.

R. Tenney expects to combine a vacation with wedding bells in the near future.

A surprise visit was paid to the Chicago gang by J. L. Lashinger of the Cleveland shop, formerly with Chicago, when he picked up his new car in January.

When an RCA servicer picked up a customer's 621TS receiver on a complaint he was told, "After sixteen highballs the picture gets blurry." When the set was brought in to the shop it was in perfect operation. Perhaps the customer better switch drinks.

CLIFFSIDE H. A. Forscutt

As we predicted, cigars were passed out by Dick Helhoski when his wife presented him with a baby girl.

One of the installation men, always anxious to oblige, had his hands full recently.

He was admitted to a woman's home and as he went about his business he noticed a noisy gent who was slightly under the weather. When our man was ready to leave the lady of the house cornered him and said, "Mr. RCA, don't you dare leave the house without this man. He must have followed me home, and he's a stranger." After a bit of salesmanship the stranger and "Mr. RCA" departed, and the door was locked behind them.

The winter weather has kept Andy Hilderbrand's gang going like a three-ring circus, and they have just the pair to go with it. Barnum and Bailey now number among the shop personnel. The former is an efficient stockman while Ernie Bailey can usually be found digging into a chassis in the shop. Both hail from Pearl River, N. J.

As we go to press plans are underway for a gala Valentine's Day buffet-supper to be held at the shop. A full report with pictures will be available in the next "visit".

Collingswood Shop Party



Pictured above are men and guests of Collingswood Television Shop who attended a recent party at The Spring Hill Country Club, Maple Shade, New Jersey.

COLLINGSWOOD F. Bradshaw

The past month saw a change of personnel when Steve Heller left to take over at the new Chestnut Hill shop across the river. Don Duford, Jack Shaw and Chet Koltys left along with Steve, and we wish them all the best of luck.

A shiny welcome mat is out for Warren Werner, the new manager, and new chief clerk Leo Campanella.

Congratulations are in order for H. S. Eadline, W. B. McMillan and W. F. Lindoerfer who announced births. All are girls.

The shop party at the Spring Hill Country Club was a great success. George Fish of 5-6 amazed the gang with feats of magic, and thanks are also due Stew Stewart for engineering Station WETS. Musicians Don Duford, George Closs and Joe Miduski sneaked in past Petrillo to round out the entertainment. Incidentally the search is still on for WJZ's brown Stetson.

DETROIT H. C. Gaskell

Franny Mosser's gang proudly announce that customers are now met on the phone with the pleasant feminine voice of Joan Kurzawski. She has been with the gang since Jan. 5th on a temporary basis, and recently took over full time.

Felix Foley has had a tough time concentrating on work the last few days; but things are OK now. It's a boy.

After waiting many many moons for his new car Otto Gallmeister finally got a classy convertible only to have a "nut" plow up the rear. No bones broken, but Otto is pretty blue waiting for replacement parts.

Last month Chicago had one so this month it's Detroit's turn. Imagine Burt MacShara's surprise when in answer to a call he found an electrified rat in the high voltage compartment. Somebody better quit eating cheese sandwiches on the production line.

MILWAUKEE H. W. Johnson

Milwaukee recently put through a stationery order for four boxes of regular pencils, two of red, two of blue and two boxes of erasers. The order was filled as follows: four regular pencils, two red, two blue and two hundred and eighty-eight erasers. One of the men is now peddling erasers on street corners to raise money for some badly needed pencils.

NEWARK W. A. Fox

A number of requests of a questionable nature have been received lately. We would like to mention a few in the hope that someone can aid us in decisions. One Italian lady is anxious to know if her television receiver can be modified so that reception at her end is in Italian as she has difficulty understanding English. Another lady called to ask if she could see her husband's operation in a New York hospital on her television set as she couldn't be there in person. Then there are numerous requests for the installation of Lauderalls, Bendix's and competitive television receivers.

A. Eldridge, who does swell as a dispatcher, came through the other day with the most efficient job of scheduling we've heard of yet. Al went about his work in the usual manner, left at the regular time, arrived home as usual and drove his wife to the hospital where she presented him with a baby boy. After hearing about that the boys leave the scheduling up to Al with no questions asked.

ST. LOUIS S. E. Baker

A new light has been thrown on television operations in St. Louis with the addition of new fixtures.

Sid reports that at this writing he is enjoying a cigar handed out by Tom White who added a baby girl to the family on Jan. 31st.

Ed Steinman and Tom Hayhurst are sporting snappy new Chevys.

One morning recently the unlisted phone started ringing constantly, and every time someone answered it he was greeted with "What's the magic word?" It was finally learned that a local radio station was putting on a listener participation program with clues given on a certain telephone number to be called and the password to be spoken. Evidently a number of people formulated a number that happened to be St. Louis' unlisted one.

SNOWBOUND-1948



Yes, Mr. Smith, our motto IS "Come hail or wind or sleet or snow, our trucks are always on the go," but

ACCIDENTS REACH PEAK IN JANUARY

The month of January saw an all-time high for accidents in Service Company operations. A vast majority involved television service trucks which the men found difficult to maneuver in snow and ice. One look at the box score is sufficient to see the results of carelessness last month.

ACCIDENTAL BOX SCORE FOR JANUARY

Home Office	3	
District Operations	2	
Television Shops	90	Total 95

FILM REEL FELS DALLAS ENGINEER

While on a service call at a Louisiana theatre on January 8th, L. N. Browne of the Dallas District had a reel of film slip from the upper magazine and fall on him. He suffered a laceration of the nose requiring one stitch as well as severe bruises on his left hand and lip. The reel also broke his glasses as it fell on him. After treatment at a nearby hospital Browne returned to work.

HEAD-ON COLLISION IN MILWAUKEE

Field engineer Charles Herbst Jr. of the Chicago District was involved in a head-on collision in Milwaukee, Wisconsin on Jan. 14th when a car coming in the opposite direction cut into his lane to avoid a road barricade. Herbst suffered injuries of the chest, face and legs when he was thrown against the steering wheel and the dashboard. He was taken to St. Josephs Hospital, Milwaukee, and is expected back on the job shortly.

BACK-UP ACCIDENT IN CHICAGO

John Starr of Chicago's Foster Ave. television shop joined the crinkle fender club on Jan. 14 when he backed his truck out of a driveway into a parked delivery wagon. Aside from smashed fenders both parties were all right.

MILWAUKEE MAN TAKES ICY SPIN

The cold wave threw Jack Curry of Milwaukee's television shop for a bang up accident on Jan. 20 when his RCA truck skidded on icy car tracks. After sideswiping a car coming in the opposite direction he skidded back across the street and over the curb where he struck a woman pedestrian and came to rest against a building. The pedestrian suffered lacerations of the face and bruises on her arm. No one else was hurt, but the truck and car involved were dented.

DETROIT MAN RAMS TRUCK

Uwe Warnke was at the wheel of one of Detroit's television shop trucks on Jan. 16 when the driver ahead made a sudden turn. Result—one smashed headlight on the RCA truck.

ALWAYS THE OTHER FELLOW'S FAULT

Driving conditions were not at their best for the Fords' gang on Jan. 13; and Bill Davis Jr. found himself at the wheel with snow and fog ahead. As he attempted to pass a parked snowplow a bus loomed into view, retarded his forward motion and left him parked on the plow. After Davis made sure he was OK he found the truck had lost a bumper, sprung a hood, and acquired dents in all four fenders. The plow was smashed and the bus had a flat. Both drivers decided that the fault of the accident lay with the parked snowplow.

