

Telephone Manners.

The following excerpts from a circular issued by the National Lead Company to its employes, may afford suggestions to many in the service of the Frisco:

Never forget when answering a telephone call that you are acting as a representative of the Company.

Always bear in mind that you are not speaking as an individual, but as the representative of a great corporation, and that the interests of its stockholders are for the moment in your care.

Whether the caller is a customer or someone merely seeking information, be careful that your words, as well as the tone of your voice, are courteous and agreeable. Keep your wits about you, speak intelligently, enunciate intelligibly and subject the caller to as little delay as possible.

In a face-to-face conversation even a harsh, disagreeable voice and a tactless, clumsy manner of expressing oneself may be offset by a winning smile or an attractive personality. In a telephone conversation this is impossible—the voice alone can convey the smile, and through the voice and the tactful arrangement of words only can we create a pleasing impression.

That politeness which we all recognize as most desirable when speaking with our associates, is *imperative* when talking with an outsider.

If some of these points seem of small importance to you stop and consider what treatment you would like to receive if you were in the position of the person on the other end of the wire. *Be sure* that he is given the same intelligent, courteous attention that would impress you favorably and make you wish to continue business relations with a concern whose personnel rendered such intercourse a pleasure.

"The Voice with the Smile Wins."

Answering a call. Answer the call as quickly as possible. Talk with the lips *almost* in the transmitter (only in this position can the voice be properly modulated). Speak in a low tone, but distinctly, and as pleasantly as you can. First of all say: "National Lead Company, Mr. Blank speaking." Do *not* say, "Who are you?" And never under any circumstances say, "What do you want?" If when you tell the caller who you are he does not tell who he is say, "Who is speaking?" or "What can I do for you?" If he inquires regarding a subject on which you are unfamiliar say that Mr. Blank can give him more information than you can and request switchboard to connect with Mr. Blank promptly.

Never give a blunt, short reply. Always add some little courteous comment. Use freely the words: "Please." "Please excuse it." "Thank you." "I beg your pardon."

When calling: anyone who has an exchange do *not* put in a call for him and have him hold his receiver until you answer. Call his company and ask his exchange for him, so that you do the waiting, not he. As soon as he is connected go through the formal announcement, "National Lead Company, Mr. Blank speaking; is this Mr. Blank?" Then state your business.

Are you doing all you can every day to prevent accidents?

The Man Who Wouldn't Stay Down



Now Chief Engineer



Fireman

Hard work and low pay are for the man who *thinks* he "hasn't a chance." But the ambitious man trains himself for a better job — and gets it.

Only a few years ago the man whose rise we picture here was working 12 hours a day for 7 days a week. But he made up his mind to train for something better. He marked just such a coupon as you see below. He studied at home. His salary increased. He was made foreman. And now he is Chief Engineer.

This man had no advantages that you don't have. His education was poor. His spare time was limited. But with the help of the I.C.S. he has "made good." YOU can do the same in your line of work. If you can read and write and really *want* to make something of yourself, the I.C.S. can help you.

Mark and mail the attached coupon. It won't obligate you in the least—and the I.C.S. will show you how you, too, can rise to a high-salaried position through their simple and easy system of home instruction. **Mark the Coupon—NOW.**

International Correspondence Schools

Box 1167, Scranton, Pa.

Explain, without obligating me, how I can qualify for the position before which I mark X.

Locomotive Engineer	Agency Accounting
Air-Brake Inspector	Gen. Office Accountg
Air-Brake Repairman	Civil Service
General Foreman	Stenographer
R. R. Shop Foreman	Bookkeeper
R. R. Trav. Engineer	English Branches
R. R. Trav. Fireman	Advertising Man
R. R. Const'n Eng.	Automobile Running
Mechanical Engineer	Tel. & Tel. Engineer
Steam Engineer	Poultry Farming
Electrical Engineer	Agriculture
Civil Engineer	Plumb. & Ventilation

Name _____

St. and No. _____

City _____ State _____

Employer _____ Position _____

Dunlop Congratulated.

Numerous messages and communications were received by P. T. Dunlop, general superintendent motive power, congratulating him on the photographic reproduction of him on page 16, in the April issue of The Frisco-Man.

T. A. Hamilton, supervisor of efficiency, was among the first to compliment Mr. Dunlop on the splendid likeness the editor published, stating he would recognize the picture, even without the note below it.

However, The Frisco-Man, with one or two other critics, still contends the "blank expression" was decidedly unnatural, and hopes to be able to present a truer likeness of Mr. Dunlop at an early date.

PANTASOTE

*The National Standard for
Car Curtains and Car
Upholstery*

**AGASOTE HEADLINING
WATERPROOF**

HOMOGENOUS in its Composition;
will not warp, blister or separate.

SEND FOR SAMPLE

THE PANTASOTE COMPANY

11 Broadway, New York

Peoples Gas Bldg.
Chicago, Ill.

797 Monadnock Bldg.
San Francisco, Cal.

Galena-Signal Oil Co.

FRANKLIN, PENNSYLVANIA

Sole Manufacturers of Celebrated

GALENA LUBRICANTS

Perfection Valve and Signal Oils

AND

Galena Railway Safety Oil

FOR

Steam and Electric Railway Use
Exclusively

*Guaranteed Cost
Expert Service Free*

S. A. MEGEATH, President

Firebox Facts

1. Big locomotives have long wheel bases.
2. Long wheel bases must be covered by long boilers.
3. Long boilers mean excessive flue lengths.
4. Excessive flue lengths represent investment in heating surfaces of low evaporative values.
5. Shorter flues mean longer fire boxes.
6. Longer fire boxes (with combustion chambers) of the radial stay type are dangerous and introduce added stay bolt troubles.
7. The Jacobs-Shupert sectional fire box (and combustion chamber when required) supplies the means for designing locomotive boilers of correct economic proportions and at the same time for reducing maintenance problems to a minimum.


"Yours for Better Boilers"

Jacobs-Shupert U. S. Firebox Co.

30 Church Street
New York

Works:
Coatesville, Pa.


SWEET-ORR
"Ace of Spades"
 The Overalls that Don't Shrink



Try a pair at your dealer's. We guarantee them the best wearing and most comfortable overalls you ever wore

SWEET-ORR & CO., Inc.
 817 Broadway
 New York

LOOK FOR THIS LABEL



SPENCER - OTIS
COMPANY
 CHICAGO - ILLINOIS

THE TEXAS COMPANY
 Texaco Fuel Oil
 Conforming to Government Specifications
 HIGH IN FUEL VALUE
 Efficient — Economical
 Texaco Railroad Lubricants
 Cut down the wear and tear on rolling stock
 Illuminating Oils Signal Oils
THE TEXAS COMPANY
 Manufacturers of all kinds of Petroleum Products

KERITE

Insulated Wires and Cables

The performance record of **KERITE**, covering over half a century, is absolutely unequalled in the whole history of insulated wires and cables.



1850

1915

KERITE INSULATED COMPANY
 WIRE & CABLE
 NEW YORK CHICAGO

St. Louis Frog & Switch Co.

MANUFACTURER



Frogs, Switches, Crossings,
 Switch Stands for
 Steam and Electric Railroads

Oliver Electric & Manufacturing Co.

*Railroad Axle-Light
 Parts and Repairs*

2219-2221 Lucas Ave. ST. LOUIS, MO.

Mention us when writing to advertisers, it will help us both.

CONTINENTAL CASUALTY CO.
COMPENSATION
CHICAGO
H.G.B. Alexander
PRESIDENT

Insures more
 Railroad Men
 Pays More Railroad
 Men
 Employs more Ex-Rail-
 road Men
**THAN ANY OTHER
 COMPANY**

910 Michigan
 Avenue
CHICAGO

Before I'm hurt tell me how little Income Insurance costs.	Name
	Address
	Age..... Occupation.....

SECURITY SECTIONAL ARCHES
FOR LOCOMOTIVES
American Arch Company 30 Church Street, NEW YORK
 McCormick Building, CHICAGO

UNIFORMS

UNIFORMS

JAMES H. HIRSCH & CO.

223 W. Jackson Blvd.

CHICAGO

Mention us when writing to advertisers, it will help us both.

THE HEWITT COMPANY

C. M. HEWITT, President

HEWITT BABBITT METALS

Machine Finished
Standard Metallic Packing Rings

RUBBER GOODS

303 Railway Exchange

CHICAGO

C. M. HEWITT
Chairman

H. H. HEWITT
President

MAGNUS COMPANY INCORPORATED

JOUF AL BEARINGS
AND

BRASS CASTINGS

New York

St. Louis

Chicago

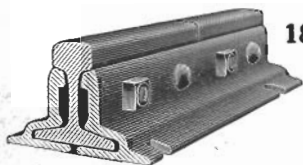
Cut Over Pine Lands For Sale
to Actual Settlers

Industrial Lumber Co., Elizabeth, La.

The Rail Joint Company

General Offices
185 Madison Avenue,
New York City

Rolled
from
Best Quality
Steel



Continuous Rail Joint



Weber Rail Joint



Wolhaupter Rail Joint

Catalog of Agencies

Boston, Mass.
Chicago, Ill.
Denver, Colo.
Philadelphia, Pa.
Pittsburg, Pa.
Portland, Ore.
St. Louis, Mo.
Troy, N. Y.



100% Rail Joint

Mention us when writing to advertisers, it will help us both.