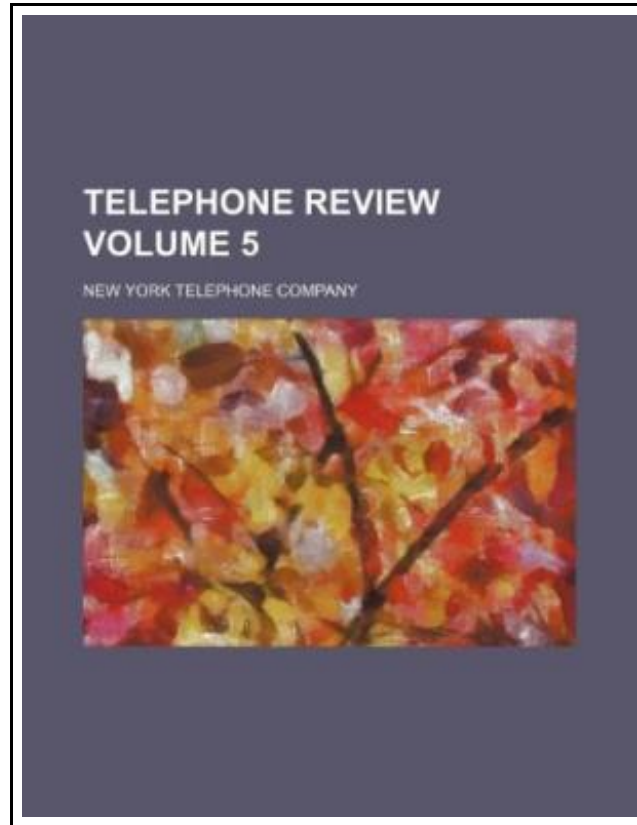


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Rarebooksclub.com, United States, 2012. Paperback. Book Condition: New. 246 x 189 mm. Language: English . Brand New Book ***** Print on Demand *****.This historic book may have numerous typos and missing text. Purchasers can download a free scanned copy of the original book (without typos) from the publisher. Not indexed. Not illustrated. 1914 Excerpt: .individuals, if their bureau answers, give your name or bureau at once, as, Mr. Jones, please, Mr. Brown speaking, or Mr. Jones, please, Follow-Up Bureau speaking. The second card, which followed soon after the first, gave brief instructions to employees when calling outside numbers, as follows: When telephoning anyone, please give the number to the operator, and hold the wire until you get the party called. The operator should not be expected to remember numbers or to look them up. The following general rules, under the heading How We May Plave Good Telephone Service, were printed on the large cards and instructions given to display them prominently on the office bulletin board: 1. By answering the telephone promptly and pleasantly. 2. By speaking directly into the transmitter. 3. By announcing first the bureau, then the person calling. 4. By calling for the number, not the name, on outside communications. 5. By holding the line and being ready to speak at once on all connections. 6. By feeling responsible for a neighbor s telephone; when necessary answering-- --Bureau. Mr. Smith s telephone, Mr. Jones speaking. Complete information and courteous telephone treatment will convince customers that the Edison Company is always at their service. Following the circulation of these rules, arrangements were made with officials of the Edison Company s Commercial School for a special lecture for telephone operators and stenographers at the Edison on Twenty-seventh W. I. Oldaker, of the New York Telephone Company, was invited to...



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