

In one day, from 800 to 1000 calls flow through the switchboard. This includes incoming local calls, long distance calls (both incoming and outgoing), information calls, and Auto-Calls. There are 200 telephones within the plant area. After office hours, most incoming calls go through the Gate House telephone, although there are six other telephones throughout the plant that are connected directly to the Brevard switchboard.

In addition to answering hundreds of calls the operator acts as receptionist and her desk is a general information center. A record must be kept of every long distance call, both business and personal. The operator is responsible for collecting for all personal long distance calls at the end of each month.

Several traits are prerequisites for a career as a telephone operator; such as, being patient, having a good telephone voice, being courteous, and maintaining a pleasant disposition. To people calling Ecusta, the voice of the operator at the switchboard gives them an immediate impression of the company's attitude.

Echo Changes

Effective December 1st Mr. Straus appointed a new staff, who will be responsible for publishing our ECHO. Charlie Russell, who for the past year and a half has been handling public relations for the company, has been appointed editor of THE ECHO. Charlie is well known to all who work here, having come with the company in 1940 in the Refining Room. Upon his return from service in 1945 he worked for a year in the Personnel department.

Jack Morgan, in recognition of his excellent work in connection with the art and layout in THE ECHO, was appointed associate editor. Jack began work in the Finishing Department in 1941. After returning from the Army he took up the duties of doing the art work for the company.

Fritz Merrell, who has been sports editor of THE ECHO for several months, was appointed a special reporter for the purpose of gathering general news. He will continue as sports editor. Fritz started working at Ecusta in 1940 in the Pulp Mill. He joined the athletic department after Naval service.

This group joins the departmental reporters in the task of striving to give the employees the type of publication they desire. The entire unit of departmental reporters with the three employees mentioned above will appreciate suggestions and contributions from all employees.

The operators have a few pet peeves. High on this list is the person who places a long distance call and immediately leaves his desk for parts unknown. Another individual who is not exactly a favorite of the operators is the one who places a long distance call and then proceeds to tie up his phone with a long-winded local call while she frantically tries to maintain contact with the person being called. If anyone has to leave his telephone after placing a long distance call, leave word at the telephone or call the operator and tell her where you can be reached.

If everyone making a long distance call over the week-end would call the operator on Monday morning and tell her if the call was a business or a personal call, it would save her several hours of work each week and help to make her job more pleasant.



Charlie Russell



Jack Morgan



Fritz Merrell