

'Postal Customer's Bill Of Rights' Explained

Postmaster Paul E. Buck today called attention of the Burnsville mailers to the new "Postal Customer's Bill of Rights" to help meet President Johnson's government-wide goal of improving the quality of federal services to the public.

Directly at post office window services, Postmaster General Lawrence F. O'Brien has ordered the Customer's Bill of Rights implemented by two immediate steps at the Burnsville Post Office.

1. Posters will be displayed in the post office lobby and service counters containing 10 points which specify the kind of treatment customers have a right to expect.

2. Instructions from Mr. O'Brien call for careful observance of all points in the "Postal Customer's Bill of Rights." The instructions also provide directions for the most efficient management of window services.

The posters tell customers they are entitled to:

1. A neat clean counter on which to transact business.
2. Service by a well-dressed, neat window employee.
3. A friendly greeting that expresses a desire to assist.
4. Knowledgeable, well-informed, interested window personnel to help with postal needs.
5. Prompt, alert and efficient service.
6. Competent and correct information on inquiries.
7. An attitude that reflects helpfulness, patience and congeniality.
8. The courtesy and tact that would be expected from a friend.
9. Polite referral to another window or individual, when necessary, to give the appropriate service.
10. A feeling, upon leaving, that the post office is glad to serve and help at all times.

Instructions for fulfilling "The Postal Customer's Bill of Rights" are being distributed to all window personnel by Postmaster Buck.

Mr. O'Brien stated in connection with the new postal service improvement effort: "President Johnson insisted that every federal employee

give added attention to providing the American people with the very best service possible. . . Since your daily duties bring you in direct and continuing contact with our customers, I would like to tell you what I consider the type of service the American people have a right to expect when dealing with the largest business operation in the world."

In addition to improving relations with customers, Postmaster Buck said, the "Customer's Bill of Rights" can expedite handling of transactions at the windows and make the service more efficient.

He urged Burnsville residents to assist in this effort, by stating their needs clearly, and having money and any necessary filled-out forms ready for transactions.

The Postmaster explained that demands on window personnel, who must deal with a wide variety of information, forms and varying services, are usually very heavy, and postal customers can assist them in meeting the new service goals by being as brief and business-like as possible.

Gov. Moore Attends Washington Meeting

Gov. Dan K. Moore was in Washington Jan. 23 and 24 for a series of meetings on matters of concern to all North Carolinians.

Gov. Moore and officials of his administration met with Sec. of Labor Willard Wirtz, Sec. of Commerce John T. Conner, and Sec. of Health, Education and Welfare John W. Gardner. They also conferred with members of North Carolina's Congressional Delegation.

Subjects discussed included employment of students as school bus drivers. The Governor and Supt. of Public Instruction Charles F. Carroll scheduled the conference with Secretary Wirtz because of a Fair Labor Standards Act provision which would prohibit teen-agers under age 18 from driving school buses. Such action could cripple North Carolina's school transportation system, which is operated largely by high school students under the age limitation.

An exchange of letters and telephone conversations between the Governor and the Secretary brought about a temporary exemption for North Carolina from this provision. At the conference, the Governor and Dr. Carroll sought to have the Secretary's temporary order made permanent. Governor Moore stated that at the conference with Sec. Wirtz "We stressed to the Secretary the training our teen-age school bus drivers receive, and our pride in their overall safety record." He added, "We are hopeful that the Secretary will allow our present system of utilizing teen-agers to continue."

National Teacher Exams

MARS HILL — Mars Hill College has been designated as a testing center for the administration of the National Teacher Examinations on Mar. 18, according to Dr. John M. Hough, Jr., head of the college's Department of Education.

Eligible to take the tests are college seniors who are planning to teach and established teachers who are applying for positions in school systems which encourage or require applicants to submit their scores on the tests along with their other credentials.

The exams are prepared and administered nationally by Educational Testing Service of Princeton, N. J.

The designation of Mars Hill as a testing center will give persons in the area who are eligible an opportunity to compare their performance on the exams with other candidates throughout the country.

During the one-day session a person may take the common exam, which tests his knowledge in professional education and in general education. In addition a per-

son may take one of the teaching area exams, which are designed to evaluate understanding of the subject matter and methods applicable to the area he may be assigned to teach.

Bulletins of information describing registration procedures and containing registration forms may be obtained from Dr. Hough or from the Educational Testing Service at Box 911, Princeton, N. J. Anyone planning to take the exams should obtain the information bulletin promptly. Dr. Hough advised. In order to be eligible for the tests on Mar. 18, a person must be registered by Feb. 17.



It's Not What You Make, But What You Save, That Counts

Getting ahead, and staying ahead, can be a simple procedure: Promptly after each pay check comes, or after each pay envelope is opened, invest a portion of your earnings in an insured savings account at Asheville Federal Savings and Loan. In a few months you will be surprised, HAPPILY surprised. Regular savings, PLUS our generous dividend of 4½%, compounded quarterly, make your balance climb FAST!

4½%

Compounded Quarterly
Anticipated Savings Dividend

Save By February 10,
Earn From February 1

Invest by close of business February 10 and dividends are credited from February 1 when your account is left to next dividend date — March 31.



SAVE BY MAIL--IT'S EASY

Remit any safe way—check, money order, etc. Your savings passbook, save-by-mail envelopes, etc., will be sent you at once. Try this convenient way!

Asheville Federal Savings AND LOAN ASSOCIATION

ASHEVILLE
Church Street

BLACK MOUNTAIN
State Street

Tax Returns Must Be Filed For Refund

GREENSBORO, N. C. — You will not automatically receive a refund of tax withheld from your wages unless you file a tax return, said J. E. Wall, District Director of Internal Revenue for North Carolina.

A tax return is not required when the gross income received during the year is less than \$100. Mr. Wall said, but a return must be filed to obtain a refund of any Federal tax withheld. This advice applies particularly to students and other persons who worked only a part of the year.

Forms 1040 and 1040A must be filed by everyone under 65 years of age whose gross income for 1966 was \$100 or more. If the taxpayer is 65 or older, a return is required only if total income amounts to \$1,200 or more.