

the Wheelagram



Materials Cleaning Systems Division
Wheelabrator-Frye Inc.

VOL. IV NO.1

JANUARY 11, 1980

CREDIT UNION PAYS 7% DIVIDEND . . . The Wheelabrator-Frye Inc. Employees Federal Credit Union has announced a 7% dividend for the fourth quarter of 1979 on all eligible regular, Christmas Club, and Vacation Club share accounts.

The dividend will be paid by a credit to all share accounts and will be reflected on the fourth quarter statement to be mailed to all shareholders.

C.P.R. COORDINATOR EXTENDS THANKS . . . George Smith, coordinator of our C.P.R. Program extends thanks to all Wheelabrator employees who instructed and/or participated in the program this first year.

The program, conducted in the R & D auditorium, proved to be an outstanding success with over 100 employees certified in this lifesaving instruction. Seven of our employees are also certified instructors and helped to conduct the classes. They are: **Norman Pratt, Leroy Danzy, John Hall, Howard Snyder, Jim Brown, Jim Smith and George Smith.**

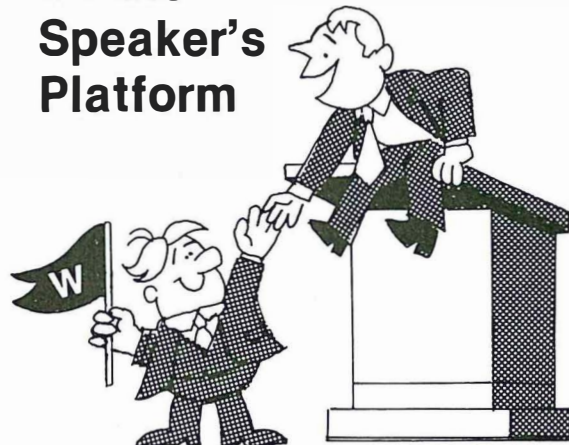
Thanks, too, to WFI, U.A.W. Local 995, and the Wheelabrator organizations who contributed toward the purchase of the C.P.R. equipment. Special thanks to **Margaret Ping** and **Alta Myers** for their outstanding help.

Any employee interested in attending future C.P.R. classes should contact **Margaret Ping**, Personnel; **George Smith**, Machine Shop (days); or **Norman Pratt**, Steel Shop (second shift).

SERVICE ANNIVERSARIES . . . Congratulations to: **Leon Winiarz**, Material Review Representative-Quality Control (15 years, January 4); **Dean Bayman**, Crane Operator-Steel Fabrication (15 years, January 11); **Douglas Armstrong**, Manager, Computer Operations-MIC (10 years, January 5); **George Delio**, Assistant Supervisor-Engineering (10 years, January 5).

PROMOTIONS . . . Congratulations and good luck to: **Elaine McCool**, promoted from Varitype Operator to Switchboard Operator-Office Services; **Ian MacDonell**, from Mail Clerk-Office Services to Machine Operator/Expeditior-MIC; **Jeff Downing**, from Scheduling Supervisor-Production Control to Material Analyst-Production Planning.

There's Room For You on the Speaker's Platform



Any employee interested in learning how to better communicate his or her ideas is invited to participate in a Toastmasters Program to be organized here at Wheelabrator.

A Toastmasters Club is usually made up of 20 to 30 people who meet weekly at a regular time. At our get-togethers we will be introduced to techniques on how to identify and state our purpose, and how to properly construct a speech. We'll gain practical experience in how to speak before any group.

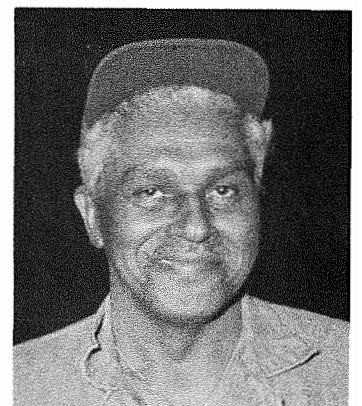
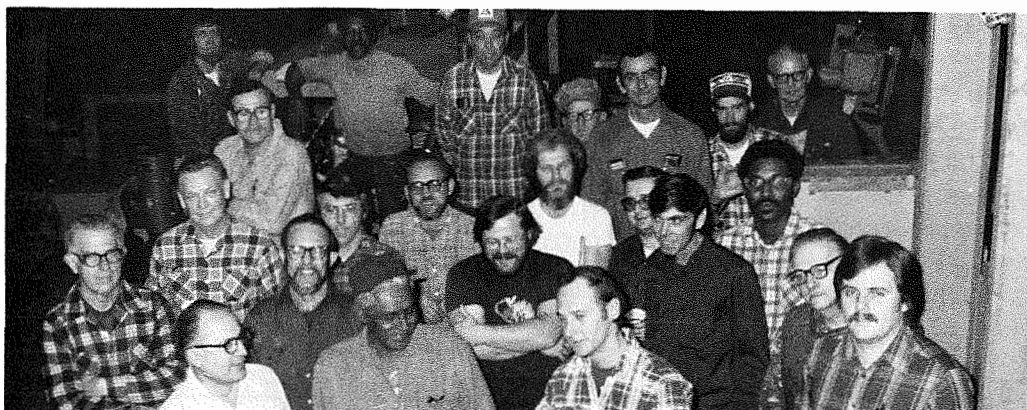
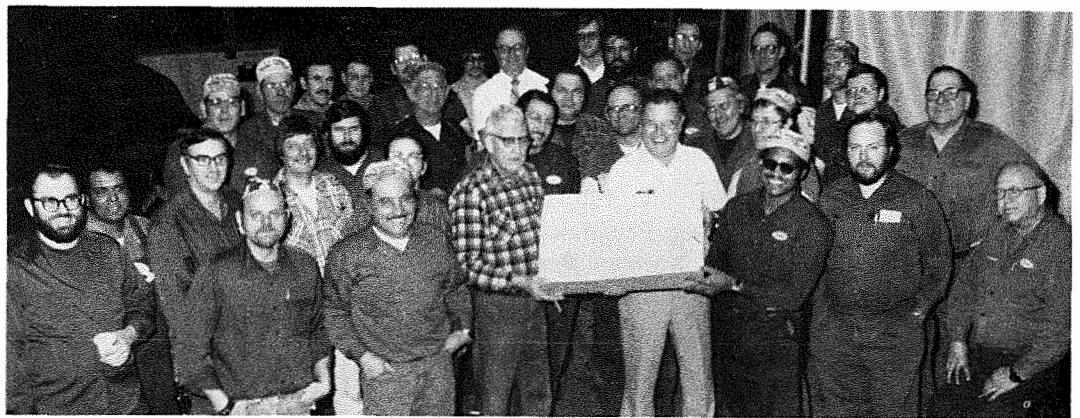
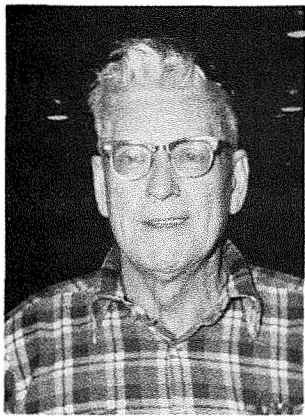
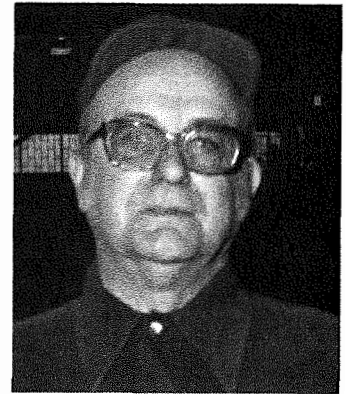
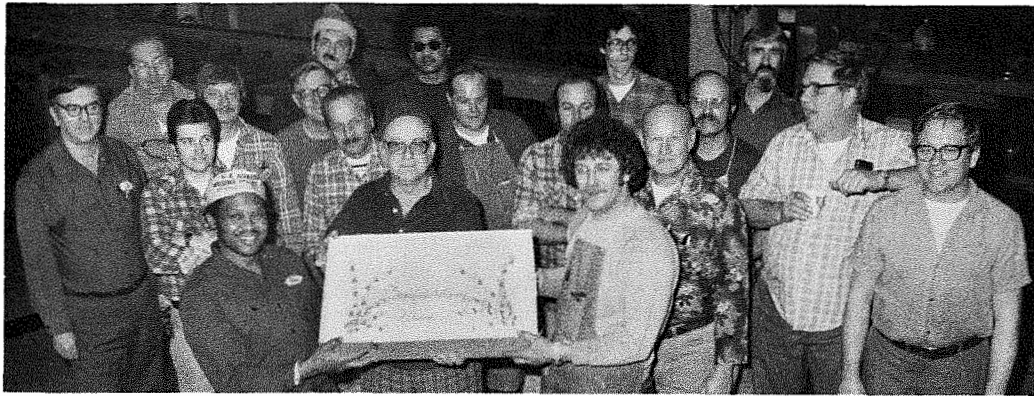
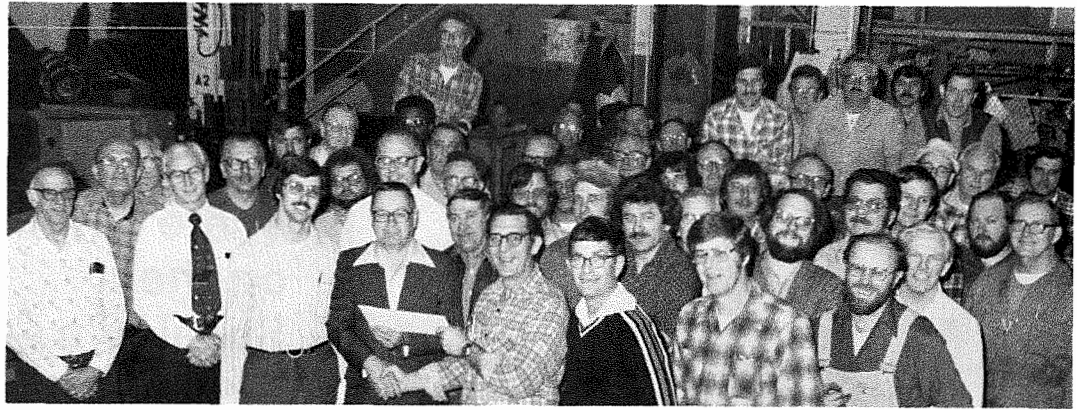
Our experience with Toastmasters will help us overcome the initial nervousness everyone experiences when speaking to an audience. At first, the program won't completely eliminate those butterflies in the stomach, but it will keep them flying in formation. Our first speech will be an "icebreaker" — a chance to introduce ourselves to our fellow Toastmasters. From then on, we will each work at the pace that personally suits us.

The best way to learn is by doing, and that's how Toastmasters works. We'll start speaking and we'll just get better and better!

THERE'S ROOM FOR YOU — ANY EMPLOYEE IS ELIGIBLE — SIGN UP TODAY! Contact Marketing Manager **Bob Riordan** on ext. 455. (Note: We would also like those employees who are past participants of a Toastmasters Club to contact Bob, as well.)

**Representing Over
82 Years of
Wheelabrator
Expertise . . .**

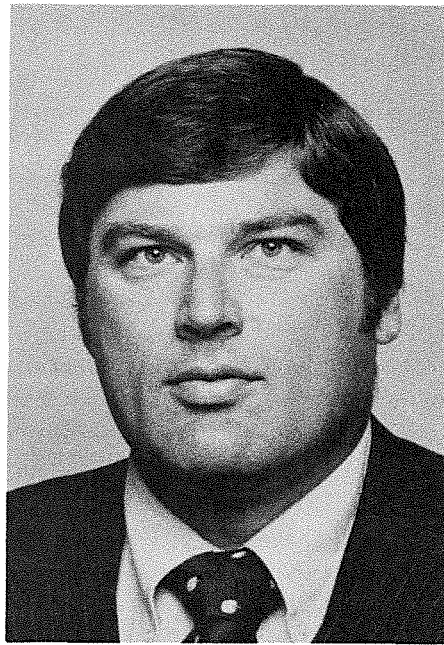
Last Friday shop workers bid farewell to four of their co-workers (photos top to bottom): DICK GILDNER, Inspector, Sub & Finish Assemblies-Inspection, 37 years; GLENN HEINZMAN, Overhead Crane Operator-Steel Fabrication, 15 years; ROSCOE JOSEPH, Arc Welder-Steel Fabrication, 14 years; AL WILSON, Assembler "A"-Assembly, 16 years. To Al, Roscoe, Glenn and Dick, we extend our best wishes for long and happy retirements!



IT'S A FIELD DAY...



Tad Brown



Joe Hoffman



Ron Berg

During the round of regional sales meetings held late last summer, recognition was given to three of our Field Sales Engineers for outstanding performance. Recipients of **Salesman-of-the-Year** awards were:

Ron Berg, Equipment Sales — West Central Region
Tad Brown, Account Sales — Central Region
Joe Hoffman, Equipment Sales — Southern Region

Nominations for this award were made by the Regional Managers and the qualifications of the candidates were then reviewed in Mishawaka. It was the consensus of our Marketing Staff that the men named all demonstrated consistent, professional salesmanship and aggressive hard work.

According to Marketing Vice President Jim Cooke, "Although each of the Regional Managers said it somewhat differently in their nominating letter, the following comments apply to all of the men who received this year's award:

"Each of these Salesmen has proven helpful to their customers. The customer's needs are known, and each of the

men has worked diligently to resolve the customer's problems. The key factor in fulfilling this desire to help the customer is a **thorough knowledge of our process and products.**

"All of these men work well within the organization to get the job done. There is cooperation between the Account and Equipment Sales Engineers in each respective territory. Without exception, these men know how to **communicate** effectively with their counterparts at the plant. There is attention to detail and persistent **follow-up to get the job done.**

"An important characteristic of a top salesman is his ability to get the customer to make a decision. Often this is called **knowing how to close.** Obviously, these men are good at this.

"And finally, these men are all **benefits oriented.** They talk in terms the customer understands. The economic impact of our recommendations are always in the forefront of the discussion."

To Joe, Tad, and Ron, we extend our congratulations and our thanks for your contribution to Wheelabrator.

On The SPORT SCENE...

WFI TRAP LEAGUE RESULTS (12/16/79): With a total of 8½ points each, the "Maintenance Handicappers" and the "Office Volunteers" tied for first place. High guns to: **Scott King (41)** and **Tom Kirkpatrick (40)**.

COURT TIME IS AVAILABLE . . . Our Athletic Association reminds us that **basketball** and **volleyball** court time is made available for employees every **Thursday**, from **7:30 to 9:30 PM** at **Hums School**, 3208 Harrison Road, Mishawaka.

LOTS OF STRIKES & SPARES (we hope) for those employees and retirees who enter the Athletic Association's **Annual Bowling Sweepstakes** to be held **Sunday, March 2** and **Sunday, March 9** at Jefferson Manor Lanes, Mishawaka.

The team event is scheduled for **March 2** at **10:30 AM** or **1:00 PM**. Times will be assigned on a first come-first choice basis.

Also assigned on a first come-first choice basis will be the **Singles and Doubles Events** to be held **March 9** at **10:00 AM**, **12:00 Noon**, or **2:00 PM**. (Anyone registering for these events must bowl **both** doubles and singles.)

Entry fees are **\$4.75** per person, per event, plus **\$1.00** for all events. Entry forms are available from your area **AA rep**. **Deadline** for turning in monies and completed entry forms is **February 22**.

(Note: Handicap for the tournament will be based on 80% of the difference between your average and 180. When completing the entry form, please use the final average from the last bowling season or the average as of January 1, 1980, whichever is higher. Anyone who does not have an average from last season or has not bowled at least 21 games this season must enter the tournament with an average of 180.)

THE WEATHER IS HOLDING — BUT . . . In the event of a severe winter storm, it is our plan to keep the plant open and operational unless, of course, governmental agencies order plants to close. If that is the case, we will notify our employees via the following TV and radio stations: **WNDU AM-FM & TV (16)**, **WSBT AM-TV (22)**, **WSJV-TV (28)**. As we said last year, "choose your favorite station and tune in."

NEW FACES . . . A Wheelabrator welcome to: **Kenneth H. Filipek**, Chemical-R & D Engineer; **William G. Hegerfeld**, Senior Designer-Engineering; **Donald E. White**, Senior Designer-Engineering; **Ronald G. Barrier**, Designer-Engineering; **Pamela J. Claeys**, Reproduction Machine Operator/Clerk-Engineering; **Linda K. Meza**, Clerk-Typist-Blastrac; **Lynwood W. Jones**, Equipment Sales Engineer-Southern Region; **Betty J. Reed**, Secretary-Blastrac; **Gregory A. Bogaert**, Scheduling Supervisor-Production Control.

SOUTHERN REGION SUPPLIES "FOOD FOR THOUGHT" . . . Equipment Sales Engineer **Barry Selack** passed on the following piece — author unknown — which we would like to share with all employees:

I AM YOUR CUSTOMER. Satisfy my wants — add personal attention and a friendly touch — and I will become a walking advertisement for your products and services. Ignore my wants, show carelessness, inattention and poor manners, and I will simply cease to exist — as far as you are concerned.

I AM SOPHISTICATED. Much more so than I was a few years ago. My needs are more complex. I have grown accustomed to better things. I have money to spend. I am an egotist. I am sensitive; I am proud. My ego needs the nourishment of a friendly, personal greeting from you. It is important to me that you appreciate my business. After all, when I buy your products and services, my money is feeding you.

I AM A PERFECTIONIST. I want the best I can get for the money I spend. When I criticize your products or service — and I will, to anyone who will listen, when I am dissatisfied — then take heed. The source of my discontent lies in something you or the products you sell have failed to do. Find that source and eliminate it or you will lose my business and that of my friends as well.

I AM FICKLE. Other businessmen continually beckon to me with offers of "more" for my money. To keep my business, you must offer something better than they. I am your customer now, but you must prove to me again and again that I have made a wise choice in selecting you, your products and services above all others.

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Wheelabrator-Frye Inc.
400 South Byrkit Avenue
Mishawaka, Indiana 46544

Del Tenney, Editor Ext. 397