

# the Wheelagram



Materials Cleaning Systems Division  
**Wheelabrator-Frye Inc.**

VOL. IV NO. 20

MAY 30, 1980

**CUSTOMER SERVICE . . .** Last week we brought to your attention an example of outstanding service that **Larry Huemmer** gave to one of our equipment customers. Another case of this responsiveness comes from The Hastings Company in King, North Carolina. Bob McGee, Assistant Plant Manager, has singled out **Howard Hull**, Supervisor-Parts Sales, for helping them during an emergency breakdown:

*"On Saturday, 15 March, 1980, I contacted Mr. Howard Hull of your company regarding some Barrel Head Plates we had ordered to repair our wheelabrator. Due to an emergency situation I had to telephone Mr. Hull while he was at home. He returned to the plant, located the shipping information I inquired about and called the info back to me. As the result of his endeavor, I was able to locate the barrel head plate in Chicago. Working with the airlines we received the plates at 2:30 P.M. on Saturday, 15 March, otherwise we would not have received the plates until Monday, 17 March. This allowed us to repair our wheelabrator over the weekend and were ready to stock production on Monday morning.*

*"I would like to apologize to Mr. Hull for having to contact him on Saturday morning. Also, I would like to say "Thanks" for helping us solve an emergency problem. The extra effort he demonstrated was very much appreciated by The Hastings Company.*

*"Thanks again."*



By Howard's willingness to put in some extra time on Saturday, he enabled the customer to be in production on Monday morning. It is this attention to a customer's needs that enhances our company's reputation and provides more business for all of us during this period of tightening economic conditions.

The customer has extended his thanks to Howard for this emergency help and we do too!

**1980 LABOR/COMMUNITY COUNSELING COURSE — PEOPLE LEARNING TO HELP PEOPLE.** This eight week program, recently concluded, is co-sponsored by the AFL-CIO Labor Council, UAW-CAP Council, Teamsters Local No. 364 and the United Way, emphasizes services most needed during times of rising unemployment.

The course is training union delegates and interested community members to provide assistance to other people through the resources of public and private community services.

Topics covered by the course include: Public welfare, food stamps, unemployment insurance, stretching food dollars, housing allowance, financial counseling, legal assistance, proper interviewing and referral methods, and other related topics.



Wheelabrator-Frye delegates attending the 1980 Labor/Community Counseling Course included (l to r): **Larry Arndt, Sophie Kinney, Mary Lou Rethlake and Mildred Boehlein.**

**NEW FACES . . .** Welcome to **Victoria "Vicki" Malles**, Stenographer-West Central Region.

**BALCRANK JET PULSER DIVISION'S Carl Crist** is on the speaker's circuit again. Most recently at the Society of Manufacturing Engineers Tool Show held in Houston, as well as the May dinner meeting of SME's Lehigh Valley Chapter, Bethlehem, Pennsylvania. Carl's subject: "Revolution in Drilling Metals."

# Service Anniversaries...

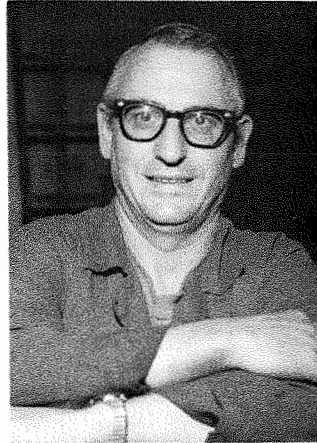
Congratulations to the following employees who have marked ten or more years of service this month:

**Donald O. Miller**, Expediter-Production Control, 35 years, May 21. (Don is on long-term leave.) Marketing's Executive Secretary, **Mary Lou Rethlake**, 20 years, May 9. **Vic Stampone**, Service Supervisor-Eastern Region, 20 years, May 23. Chalking up 15 years of service are: **Leona Shayler**, Service Manual Analyst/Typist-Engineering Services, May 3; **Norma Crider**, Supervisor, Engineering Records & Reproduction-Engineering Services, May 10; **George VanBruaene**, Supply Sales Administrator-PFP Division, May 4; **Carl Loan**, Service Supervisor-West Central Region, May 17. **Otho Wordinger**, Foreman-Inspection, 10 years, May 27.

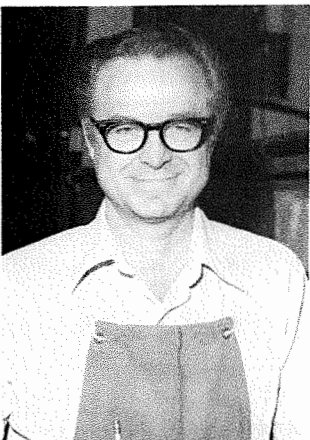
## ON CAMERA . . . OUR 30 YEAR MEN



**GUY CLEWELL**  
Semi-Layout-  
Steel Fabrication  
May 9



**VICTOR GRAN, JR.**  
Assembler  
"AA"-Assembly  
May 9



**LYLE COE**  
Semi-Layout-  
Steel Fabrication  
May 11



**LOUIS COOKIE, JR.**  
Maintenance Clerk-  
Maintenance  
May 26

**KEEP IN MIND! . . .** Wheelabrator Toastmasters Club Charter Dinner on Friday, June 6, 6:30 p.m., Mishawaka's De Amicis Club, 302 West 11th Street.

### PUZZLE CORNER . . .

Machine Shop's **Larry Morin** submitted this week's teaser designed for the sports buff:

There are 28 professional football teams — 27 are listed below. Who's missing????

1. Army insects \_\_\_\_\_
2. Seven squared \_\_\_\_\_
3. Streakers are this \_\_\_\_\_
4. 747's \_\_\_\_\_
5. Hostile attackers \_\_\_\_\_
6. Iron workers \_\_\_\_\_
7. Sun tanned bodies \_\_\_\_\_
8. IOU's \_\_\_\_\_
9. Helpers to relocate \_\_\_\_\_
10. Toy baby with arms \_\_\_\_\_
11. Trained to kill \_\_\_\_\_
12. Lubricators \_\_\_\_\_
13. Six rulers \_\_\_\_\_
14. Opposite of ewe \_\_\_\_\_
15. Class of Boy Scout \_\_\_\_\_
16. American gauchos \_\_\_\_\_
17. Fundamental rule \_\_\_\_\_
18. Credit card users \_\_\_\_\_
19. Indian leaders \_\_\_\_\_
20. King of Beasts \_\_\_\_\_
21. Used to be a girl \_\_\_\_\_
22. A dollar for corn \_\_\_\_\_
23. Ocean-going birds \_\_\_\_\_
24. Hot epidermis \_\_\_\_\_
25. Louis Armstrong's song \_\_\_\_\_
26. Six shooters \_\_\_\_\_
27. Rodeo horses \_\_\_\_\_
28. \_\_\_\_\_

Solution to last week's offering:

6 x 6 x 6 = 216 one-inch cubes.  
96 black on one side  
48 black on two sides  
8 black on three sides  
64 black on no sides

**WFI LADIES HIT THE LINKS . . .** **Connie Appel** reports that our golfing gals have hit the Eberhart links, teeing off every Wednesday at 5:10 p.m. Subs are needed. Interested golfers should contact Connie on ext. 497. It has been pointed out that golf proficiency is not a prerequisite!

**SEE THE CUBS & ATLANTA PLAY BALL . . .** Join the gang bussing to Chicago Sunday, June 15. The \$12.50 per person (father & son or couples) tab includes refreshments on the bus, as well as dinner after the game. See your area AA rep today for reservations!