

encyclopedias. Callers expect them to know virtually everything. If they don't know, the dandy duo usually finds someone who does.

Information, Please Do You Know...

"What time is it in Hawaii?" "What kind of wax do you use on the floor of this building?"

"Are there any seats left for the football game?" These are samples of hundreds of questions fired at Texas A&M's Memorial Student Center switch-

board operators every day. One operator was startled late at night when a man called from afar asking if she could hum the Aggie War Hymn. She tried humming and whistling it, but eventually hunted up a student to

fill the request. A&M has no campus switchboard, but since the MSC is known as "the living room of the campus," many general calls are in 65 rooms.

switchboard operators.

Ballet Folklorico was here, the worth Jr. join Mrs. George in performers kept the telephone keeping the switchboard open 24 lines humming," Marge George hours a day. They handle an estiexplained. "Luckily, we had bellman John Conejo available. He manned the switchboard and we filled in for him at the desk."

All the switchboard operators are trained to fill each other's positions. Mrs. Nan M. Holland, guest rooms supervisor, recalls an amusing incident during. the Christmas holidays when the MSC was officially closed.

"Director Wayne Stark noticed several lights on the switchboard and summoned a student to handle the calls. Paul Bleau of Lynn, Mass., called Mrs. Holland for instructions to operate the board.

"Paul told me I sounded like I

mated 7,500 calls daily.

All try to keep posted on gen eral information. They need to know scores of ball games, starting times for movies and community events, and other tidbits to satisfy callers.

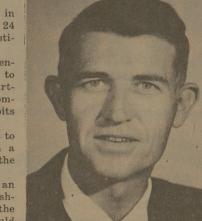
Operators usually ask callers to hold the line a moment when a conversation is in progress on the extension being called.

Subbing as a desk clerk, an operator noticed the board flashing, and in a hurried voice to the guest at the desk, asked: "Would you hold the line a moment, please?"

Wall Joins Utility Program Charles Wall Jr., an employe

THE BATTALION

College Station, Texas



CHARLES WALL

Thursday, August 11, 1966

of the City of Pharr for the past four years, has joined the water utility training program of Texas A&M's Engineering Extension Service.

Page 3

Wall served Pharr as parks superintendent, building inspector, and assistant water and sewage superintendent. Prior to that time, he operated general merchandise, insurance and real estate businesses.

A chemistry graduate of Pan American College at Edinburg, Wall is a member of the Texas Water and Sewage Association and the Citrus Water and Sewage Works Association.

Wall will teach in water utility training programs in the state.

