

"Your Telephone Personality"

1. **greet the caller pleasantly**
By being enthusiastic and yet sincere, you'll find your people will like you and will call again.
2. **use the person's name**
There's no sweeter music to a person than the sound of his own name.
3. **try to visualize the person**
Speak TO the person at the other end of the line, not AT the telephone.
4. **be attentive**
The person at the other end will appreciate your listening politely and attentively. You would not turn away in a face-to-face conversation; just apply the same rules of courtesy in telephone conversation.
5. **take time to be helpful**
It's better to spend seconds **keeping** a person happy than months **regaining** his good will.
6. **apologize for errors or delays**
Maybe things won't always go right, but you can always be courteous! And if you're genuinely sincere and natural, you won't sound "artificially" sorry.
7. **say "thank you" and "you're welcome"**
People know that courtesy on the telephone means courtesy in your business dealing. The use of such phrases is one way to smile over the telephone.

From: Illinois Bell Telephone

UNIVERSITY OF MARYLAND

College Park, Maryland

Two-year and four-year undergraduate programs, as well as graduate study are offered by the University of Maryland. Four-year and graduate programs are administered by the Department of Agronomy; two-year program by the Institute of Applied Agriculture.

Dr. Elwyn E. Deal directs Maryland's four-year turf training, which leads to a diploma, and also graduate study towards M.S. and Ph.D. degrees. Newer two-year course, offering a certificate on completion, is directed by George D. Quigley. Maryland's undergraduate turf studies began about 1956, while graduate training was instituted in 1964.

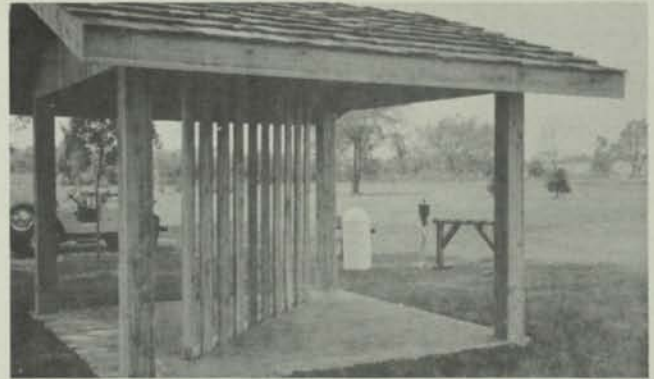
Two-year training began in 1965, and currently there are seven sophomores (the first class) and 14 freshmen enrolled. The Institute of Applied Agriculture, designed to provide technical agricultural training beyond the high school level, also offers programs in Arboriculture and Park Management, and Horticulture and Landscape.

Dr. Deal teaches graduates and four-year undergraduates, Douglas T. Hawes (turf management) and Breck Debnam (agricultural engineering) handle teaching of two-year students. Tuition for all Maryland undergrads, including fees, totals \$346 for two semesters to residents. Assistantships for graduate study are available. Entrance to four-year course calls for high school diploma and entrance exams. Diploma and approval of Director are needed by two-year students.

Address four-year and graduate inquiries to Dr. Deal, two-year inquiries to George D. Quigley.



Tom Mascara (left) and Walter Fuchs, Sr., at our June meeting.



New shelter at Edgewood Valley Country Club.

Superintendent Harold Fredrickson designed and contractors did the construction.



"A superintendent will try anything"

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