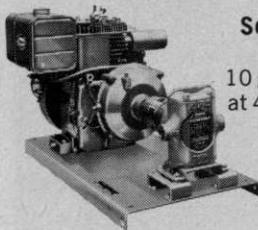


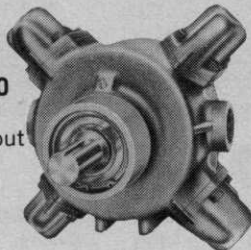
Hypro sprayer pumps

Choose from a wide range of pump designs and materials to suit your requirements: cast-iron, Ni-Resist and bronze pump housings... even nickel plating on piston pumps.

PISTON PUMPS



**Series 5200
Big Twin**
10 gpm output
at 400 psi with
6 hp engine



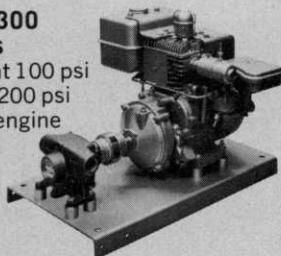
**Series 5400
4-Cylinder**
25 gpm output
at 600 psi

ROLLER PUMPS

Choice of rubber or nylon rollers

Series 6300 6-Rollers

6.9 gpm at 100 psi
6 gpm at 200 psi
4 hp gas engine



Series 7560C 8-Rollers

10 gpm at 200 psi
with 4 hp engine



Write for complete pump catalog or request pump recommendation for your need.

Hypro / **Isi**

A division of Lear Siegler, Inc.

347 Fifth Avenue NW, St. Paul, Minnesota 55112

DON'TS AND DO'S IN CLIENT RELATIONS

By RICHARD A. STEMM

CONSIDERING a consulting career or perhaps engaging in some moonlighting activity? If you are, then you may be interested in some of the do's and don'ts experienced consultants have found to be useful in their client relations.

Building a significant clientele is the goal of every independent practitioner; therefore the continual maintenance of good client relations is a must. The following do's and don'ts are suggested as a guideline. They have withstood the test of time, so they can be considered as being standard practice.

DO

- Dress according to normal standards of a successful man in your field. Avoid extremes and fads.
- Stay clean and well groomed.
- Act as an independent consultant in objectivity and initiative.
- Enjoy and appreciate other's attempts at humor, but only if it is in good taste.
- Avoid discussions involving internal and external politics.
- Keep all confidences, both business and personal.



- Observe protocol and ethics.
- Be sociable on the assignment.
- Accept kudos due you.
- Refuse to engage in discussions involving commissions, kickbacks, or gifts.
- Be objective in all activity.

- Stay within the confines of your contract.

- Accept luncheon and dinner meetings if there is a valid reason for conducting business at such a time.

- Diplomatically avoid involvement in and discussions of personal problems.

- Be a good listener.

- Do your work in good fashion and respect your client's "time frame."

- Respect your client's resources.

- Refuse a contract if you sense insincerity or a conflict of interest.

- Complete your contract and meet your commitments in full.

- Avoid jumping to obvious conclusions or accepting conclusions of others.

DON'T

- Don't act or attempt to conform as an employee in thought, hours, etc.

- Never try to be humorous nor actively join others in their attempts.

- Do not strive for nor lightly accept social invitations or involvements.

- Don't solicit kudos.

- Do not violate ethics, protocol, nor compromise principles.

- Don't offer advice or comments pertaining to things outside the scope of the contract and your specialties.

- Do not name drop.

- Don't be the first to offer a luncheon or dinner, nor make such an offer merely as a marketing gimmick.

- Don't burden clients nor their personnel with your personal problems, interests or needs.

- Never talk to impress yourself with your own words of wisdom.

- Do not knock other consultants, clients, employers or persons.

- Don't "build" on your contract.

- Do not conduct your business on the client's telephone nor use his resources for such without his prior knowledge and consent.

- Never be used for someone's ulterior motives.

- Do not terminate a contract without a valid and due cause, and never just to assume a more personally rewarding assignment.

- Don't short circuit the sequence of data gathering, analysis, synthesis, recommending, and implementing.

ABOUT THE AUTHOR

The author is the Director of the NATIONAL CONSULTING REGISTER which locates and identifies consultants and verifies their consulting credentials for industry and government agencies. He is also the Editor of the bimonthly newsletter CONSULTING NEWS. Office mailing address is P.O. Box 42576, Los Angeles 90050.

Get "Down-In-Earth" Results with the NEW DITCH WITCH EARTH SAW

Cut
frozen
earth...
coral...
rock



Now you can trench where you couldn't before with the Ditch Witch Earth Saw attachment. Turn your basic 65-HP R60 or new R65 trencher into a year-round production tool. Remove the regular digging assembly and install the Earth Saw with four bolts. It's one of the most powerful attachments on the market, but don't overlook the features of the basic trencher! In cold climates, trench with the regular digging chain in warm months; cut frozen earth in winter with the Earth Saw. Use standard assembly in normal conditions; switch to Earth Saw in rocky areas. Two Earth Saw models are available to cut 24" and 30" trench — both at 4" widths. Get proven performance in frozen earth, coral and rock and many types of concrete. Mechanically powered for minimum power loss and maximum performance. Ask your Ditch Witch Professional for a demonstration!



CUT FROZEN EARTH — The Earth Saw cuts trench in completely frozen ground for an electric and telephone service line in Michigan.



CUT CORAL — In a field demonstration in Florida, the Earth Saw slashes through coral formations.

The Professionals



A Division of the
CHARLES MACHINE WORKS, INC.
100 Ash Street
Perry, Oklahoma 73077

A full line of trenching equipment — from 7-HP to 65-HP