

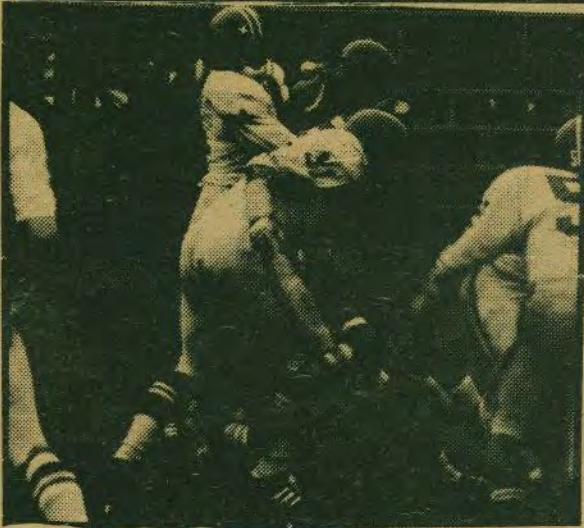
The JOURNAL

CIRCULATION
NOW
RUNNING 4500

Wednesday, October 11

St. Mary's University, Halifax

NUMBER 1 Volume 38



"ARE YOU SURE this is the way to dance the foxtrot," the nice man asked? "No you fool this is the way we play football." The football Huskies slipped past the Acadia Axemen 17-12 at the weekend. page 12.

Says Treasurer

Could be tight year for council

The Students' Representative Council may run out of money if it exceeds its budget this year says a council spokesman.

"I wouldn't really say the council is broke," said SRC treasurer Lennox Phillips, "but it could be quite difficult if we take on extra financial endeavors over last year."

Phillips projects the total income from students fees at \$48,000.00.

"This seems quite a bit as a lump sum, but when you break it down and disperse it to different organizations it disappears rapidly," he said.

Phillips thinks few council-backed projects will make any profit.

"There may be a slight profit from entertainment; but the main goal at present is to break even," he said.

"The games room shouldn't be a financial burden and, most likely, will bring in a slight profit as well."

The main debt left by last year's council is money owed on the year-book account, says Phillips.

"This was, in turn, passed on to them by other previous councils," he said. "One of the reasons for this debt being carried on is because the publishers didn't fulfill their requirements."

Settlement of that account is pending financial agreement between yearbook editor, Ken T. Langille, and the publishers.

Although the SRC is hesitant to grant money to any more projects aside from the existing lot, Phillips thinks a worthwhile project won't be turned down if at all possible.

"It's going to be tight, but we would try to support any project on its merits. If a good project comes up we will try to help it out financially as best we can," he said.

The main problem, according to Phillips, is council only collects \$18. per student, as compared to an average of \$55.00 per student throughout the rest of Canada.

"We attempt to supply the same services to our students while working with a much smaller sum of money".

At Dalhousie:

Lewis hits corporate bums

By PATRICK MACKENZIE
Staff Writer

NDP leader David Lewis lashed out at the Trudeau government last week with his now familiar campaign slogan, "the corporation welfare bums".

During a question-answer session, at Dalhousie University, Mr. Lewis savagely attacked the economic policies of the Liberal government. In a short, half-hour he told about

500 students, "the Canadian Development Corporation is a sham."

"From the party's beginnings in 1951," he continued, "the NDP proposed a scheme called the Canadian Development Fund. The pipe-smoking, Edgar Benson former finance minister transformed the original NDP idea to a no-value imitation."

"The Liberal government," he said "has sold out to the U. S. I would call it rape of the country's natural resources but as a lawyer I know better. Rape is impossible if consent and invitation apply."

"It is the little people I am concerned about," said Mr. Lewis, "they are intimidated by the large, multi-national corporations."

With particular reference to the mining and petroleum industry, Mr. Lewis stated, "They don't compete with one another. They make arrangements."

"Doesn't the consumer still pay the same price for gas, regardless of where he goes," Mr. Lewis asked?

He promised to make the large corporations bend to the pressure of Canadian law.

Another issue, he said, "is the sensitive area of development of Canada's north."

"The NDP oppose the Mackenzie Valley Pipeline," he told his audience. It would disrupt the delicate balance of the ecology and upset the mode of existence of the native peoples, he said.

The Mackenzie Valley pipeline debate was a hot issue before Parliament dissolved, last June.

Mr. Lewis seeks re-election in his Toronto riding of York-South.

Student power

Not what it used to be

Student power isn't all it's cracked up to be.

Or at least, it isn't in England.

When a group of students at Wadham College, Oxford, presented a list of non-negotiable demands, they got this reply from the college administration.

"Dear gentlemen, we note your threat to take what you call 'direct action' unless your demands are immediately met.

We feel it is only sporting to let you know that our governing body includes three experts in chemical warfare, two ex-commandoes skilled with dynamite and in torturing prisoners, four qualified marksmen in both small arms and rifles, two ex-artillerymen, one holder of the Victoria Cross, four karate experts, and a chaplain.

The governing body has authorized me to tell you that we look forward with confidence to what you call a "confrontation" and, I may even say, with anticipation." So there.

inside:

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counting noses	P.10

placeline

Submissions to PLACELINE should be submitted to the City Editor, The JOURNAL, Rm. 525, Students' Centre ONE WEEK before publication. They should be typed and double-spaced. There is no charge for submissions to PLACELINE.

TODAY
Political Science Association meeting Theatre A 6:30 p. m.
JOURNAL staff meeting. 12:30 pm Rm 526 Students' Centre. Old staff and everybody who's interested.

TOMORROW
Nothing that we know about.

FRIDAY
First day of Fall Festival.
The Harvest Moon Country Ball 9:30 p. m.
Multi-Purpose

Room - Academic Complex.

9:00 p. m. Shake-down with Rock Group 'Sky' SUB Cafeteria

The Saint Mary's University Biological Society General meeting-Friday Oct. 13 10:30 a. m. Of interest to everybody. Place - Biology Seminar Room

SATURDAY

1:30 Football-SMU VS WESTERN Pub in SUB following game

9:00 p. m. Ryan's Fancy WHOOP UP Gymnasium

SATURDAY

Election meeting. Communist Party of Canada (Marxist-Leninist) speaker: Halifax candidate Tony Seed, on Overthrow the Monopoly Capitalist Class and Replace It With the Working Class as a Ruling Class. North End Library Auditorium, 8:00 pm.

SUNDAY

3:00 p. m. soccer SMU VS DAL.

8:00 p. m. Movie: Anne of a Thousand Days. Library Theatre A.

TUESDAY and WEDNESDAY

Elections:

SRC positions- Day Hop Rep., Grad. Rep., Cultural Affairs Rep.,

Also: 3 seats on Senate, and 2 seats on Board of Governors.

Classified

All classified ads must be prepaid and given to the editor or the business manager at least one full week before publication. Classified rates; \$.25 per line, .50 minimum per insertion.

Typing done at home - electric machine Mrs. Mary Cleland Ph. 434-8581 (Dartmouth)

STUDENT REP TO THE DEPT. OF BUS. ADM. Gerald J. Power 5325 Young St. Halifax, N. S. Tel. 455-2056
Paul E. Height Apt. 1402 HR II Tel. 423-2982

John R. Harrington 6357 Norwood St. Tel. 423-2453

Paul L. Deveau 6357 Norwood St. Tel. 423-2453

Wins squeaker

Continued from page 12 plays by the Axemen repeatedly frustrated the Huskies.

With the score 12-8, the Huskies

started their final drive. They marched 65 yards to set up Kirkpatrick's TD.




EXPORT "A"
CANADA'S FINEST CIGARETTE

There Must Be A New Majority

PM's arrogance caused strain

You can trust



Where leaders are today

Seeking workable solution

'Just Society'?

Jobless

Make your demands for needed change in a responsible manner. Have the strength to fight for your beliefs effectively. Join a political party.

Progressive Conservative Student Federation
Progressive Conservative Party
The Hon. R.L. Stanfield

Youth culture

Choose a Better Way

Trudeau: Does the Melody Linger On? a good alternative.

Victory Visible

The Liberals are prepared to live with our problems. We want to solve them. Support us in that effort.

INSERTED BY THE PROGRESSIVE CONSERVATIVE YOUTH FEDERATION

Business students very authoritarian

TORONTO (CUP)-Machievelli is alive and well--in Canadian business schools.

And, according to a University of Toronto Study, professional businessmen are more open and trusting than business students and teachers.

Dr. Jacob Siegal, a member of the U of T management managers were less authoritarian and manipulative in their approaches to leadership than the students and teachers.

The teachers were more than 10 per cent above the average on the scale, while the students were only six per cent above the av-

erage.

The managers, in general, were five per cent below the norm.

Dr. Siegal suggests the difference may be the result of students and teachers acting according to a stereotype of business behaviour.

He concluded that the managers were more willing than the students or teachers to "have faith in people and share information.

Education institutions, he added, may be in the process of de-emphasizing the future managers' faith in others by pushing skills and techniques.

Students to vote on fees

TORONTO (CUP)-Ontario students vote today and tomorrow to decide whether they'll pay their second term tuition fees.

The referendum, sponsored by the Ontario Federation

of Students, follows a federation campaign to convince students not to pay tuition fees.

The campaign is to protest a province-wide tuition fee increases.

Volunteer workers needed to help day care centre

The South End Day Care Centre needs people---especially people who are grown up.

They've got facilities for 28 children in their University Avenue centre, but only four staffers.

To supplement the efforts of the

paid staff they need volunteers--even for a few hours a week.

And they'd like people willing to be on call in case of an emergency.

Interested people can call 425-3599 or 425-3998.

New SMU Manpower boss

The campus Canada Manpower office has a new leader--Ross MacLeod.

He replaces Tony Benson, leaving after two years here. He'll work at Manpower's Barrington St. office.

Mr. MacLeod was previously at Manpower offices in Dartmouth where he worked with students.

The campus Manpower office is on the fourth floor of the Students' Centre.

Into darkest SUB;

I ate and lived

by MIKE SMITH
Staff Writer

The hamburger stared me in the face.

Not literally, of course. But if the thing had possessed eyes, they would have looked me up and down challengingly. Tauntingly. Daring me, as it were.

As I sat in the Students' Centre, out to get the first big story of the year, my stomach churned in trepidation.

The hamburger didn't help my anxiety. "Eat me" it seemed to say. "Come on. You're so tough, eat me"

Well, strong men have died from less, I thought, but the integrity of the press and all. Besides the city editor would have a fit if I blew this one.

Gathering my courage in both hands and holding my stomach on a tight rein, I took a tentative bite.

I closed my eyes and waited for terminal heartburn to strike. After a few minutes, I felt something happening in my stomach, something strange, something unexpected, something... pleasant.

I opened my eyes and stared unseeingly at the maroon and white walls of the cafeteria. Amazing.

The hamburger was good. Not great. But good.

And for forty cents, who can expect greatness?

On the other hand, who ex-

pects food from Saga Foods campus establishments? In previous years there have been people who thought eating in the Students' Centre cafeteria was a graduate level course in how to live on no food at all while munching greasy poison.

Not so any more. An excursion

made elsewhere, many are made right in the Students' Centre.

Hamburgers, for instance. "We will not use a pre-packaged hamburger patty," says Mrs. Howell.

The reason? Students last year complained about the quality of the meat they were being served. Soups, on the



into Darkest SUB these days won't net you sawdust and tallow at steak and kidney prices.

Prices all along the line are low, because, says cafeteria manager Marge Howell "We feel students don't want to pay more than a dollar for their lunch."

"We hope to keep the quality high and the prices low," she says.

About 1,000 students use the Students' Centre facilities daily she says, served by six full-time staff and 15 part-time. The part-timers are students.

While some of the dishes are

other hand, are mainly canned. But says Mrs. Howell, "we add things and try and jazz them up a little."

As well, "The soups are homemade once in a while but not as a general rule."

The Centre cafeteria has its own chef, but not its own baker. Except for singly-packaged commercial cakes and cookies are made up in the residence cafeteria and baked in the Centre cafeteria.

In residence, according to Saga Foods head Chuck Severance, there have been few

Please turn page 10.

we made it !

If you're reading this, we made it. Finally:

It's been an uphill climb, but the JOURNAL is in production again, and hopefully, we'll be able to produce an issue a week.

We hope those issues will be the best you've ever seen. For the moment, though, forgive us the sloppy appearance of the paper--we'll get better as time goes on.

At the moment, our copy is being produced on an IBM Executive typewriter. As a result, it's uneven and unjustified. We hope shortly to be able to use a Friden-Singer phototypesetter, which will give us better quality type and more flexibility.

This year, for the first time, most of the JOURNAL'S production is being done in the office on the fifth floor of the Students' Centre. We're not experienced at some of the aspects of production and we'll no doubt make mistakes.

Hopefully, they won't be many.

Our emphasis this year will be on campus events, and our increased number of pages will allow us to cover city and national events as well.

The JOURNAL has correspondents

in all major Canadian cities, and in many minor centres. We expect they'll be able to supply us with stories and information on interest to Saint Mary's students.

Some of the features we have in mind this year:

-- A monthly arts and features supplement will allow us to explore some areas of interest, both in the cultural sphere and in other areas.

-- Two pages of sports weekly will allow us to concentrate on intramural activities, without, of course, neglecting varsity sports.

-- We hope to secure the services of prominent cartoonist Aislin, whose cartoons have graced the pages of MacLeans Magazine and Time Magazine.

We can't do it, though, without your help. We need staff writers, photographers, ad people, the whole schmear. It doesn't matter what you know or what you can do.

Come up and we'll teach you.

If you know how to do something, of course, we'll like you even better.

We also need book reviewers, play reviewers, movie reviewers and anything else reviewers.

Call us

letters

Letters should be addressed to the Editor, JOURNAL, Saint Mary's University. They should be typed and double-spaced. They should be signed, but a pseudonym will be used if requested. For legal reasons unsigned letters cannot be printed.

Sir,

The first point I would like to make in this article is that I have always held a proper respect and acceptance for the city police of Halifax. Law protectors are essential and they give one a feeling of security ... sometimes.

BUT I have never had and never will have any use for traffic cops. I have always been aware of their uselessness, their small-mindedness, and very often their absolute lack of intelligence. However I still accept their presence in the city. I DO NOT accept their presence on our campus!

As a private university, St. Mary's campus is exempt from city parking or traffic laws. (Unless they are called onto campus by the university). Certainly St. Mary's has the right to regulate their laws somehow, but I maintain that it is very bad policy to have the commissionaire call pigs onto campus.

This is a policy that causes discontent generally and also one to which very few universities have had to stoop. These city parking tickets that are so kindly being handed out on our campus are not the regular \$2.00 parking tickets. They cost \$5.75!

The complaint written on the ticket was 'parking on private property'; a complaint for which the property owner must request ticketing.

Fellow students my plea is this; Let's keep pigs off our campus. If we don't it may become law and the next step will be to bring in the armed guard to move our cars and us out of their way!

If any of YOU have received city parking tickets on campus PLEASE COMPLAIN...

Marjorie Sabean
Arts III

The JOURNAL

The JOURNAL is a member of the Canadian University Press (CUP), adheres to the CUP statement of principles, and would like to think of itself as an agent of social change of itself as an agent of social change. It is the official undergraduate publication at Saint Mary's University, and we try to get it out every Wednesday during the academic year.

The editor regrets that for reasons of style, lateness of arrival, or lack of space, he cannot guarantee everything submitted will be printed, but all contributions are welcome from students, faculty, and others interested.

Advertising rates on request.
Subscriptions \$3.00 a year.
(cheap at the price)

Mike Abraham Editor
John Garroway Business Manager
Phone 423-6556

JOURNAL how to:

Combat boredom

by
James Brimhall

Some time ago, I received a call from a colleague who asked if I would be the referee on the grading of an examination question. He was about to give a student zero for his answer to a physics question, while the student claimed he should receive a perfect score and would do so if the system were not set up against the student. The instructor and the student agreed to submit this to an impartial arbiter, and I was selected.

I went to my colleague's office and read the examination question, which was, "Show how it is possible to determine the height of a tall building with the aid of a barometer."

The student's answer was, "Take the barometer to the top of the building, attach a long rope to it, lower the barometer to the street, and then bring it up, measuring the length of the rope. The length of the rope is the height of the building."

I pointed out that the student really had a strong case for full credit, since he had answered the question completely and correctly. On the other hand, if full credit were given, it could well contribute to a high grade for the student in his physics course. A high grade is supposed to certify competence in physics and the answer did not confirm this. I suggested that the student have another try at answering the question; I was not surprised that my colleague agreed, but I was surprised that the student did.

I gave the student six minutes to

answer the question, with the warning that his answer should show some knowledge of physics. At the end of five minutes, he had not written anything. I asked if he wished to give up, but he said no. He had many answers to this problem; he was just thinking of the best one. I excused myself for interrupting him, and asked him to please go on. In the next minute, he dashed off his answer which was:

"Take the barometer to the top of the building and lean over the edge of the roof. Drop the barometer, timing its fall with a stopwatch. Then, using the formula $S = 1/2 at^2$, calculate the height of the building."

At this point, I asked my colleague if he would give up. He conceded and I gave the student almost full credit.

In leaving my colleague's office, I recalled that the student had said he had other answers to the problem, so I asked him what they were. "Oh, yes", said the student. "There are many ways of getting the height of a tall building with the aid of a barometer. For example, you could take the barometer out on a sunny day and measure the height of the barometer the length of its shadow, and the length of the shadow of the building, and by the use of simple proportion, determine the height of the building."

"Fine", I said. "And the others?"

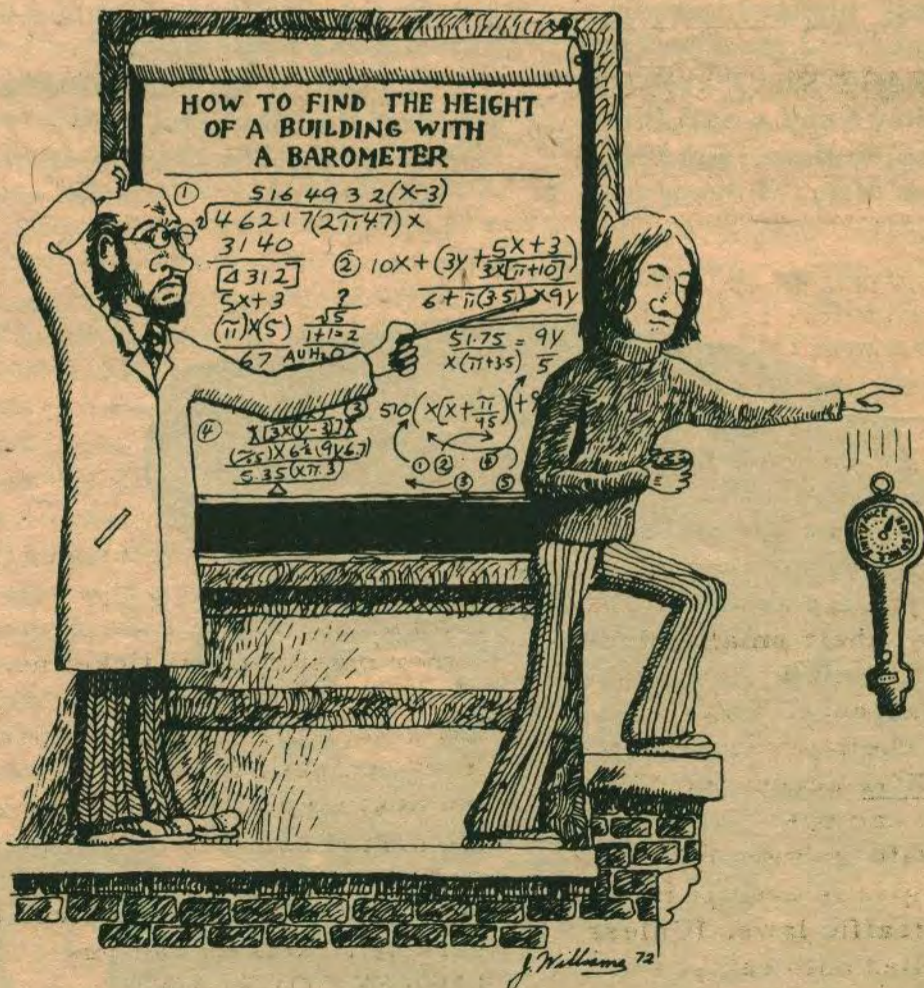
"Yes", said the student. "There is a very basic measurement method that you will like. In this method, you take

the barometer and begin to walk up the stairs. As you climb the stairs, you mark off the length of the barometer along the wall. You then count the number of marks, and this will give you the height of the building in barometer units. A very direct method.

"Of course, if you want a more sophisticated method, you can tie the barometer to the end of a string, swing it as a pendulum, and determine the value of 'g' at the street level and at the top of the building. From the difference between the two values of 'g', the height of the building can, in principle, be calculated."

Finally, he concluded, there are many other ways of solving the problem. "Probably the best", he said, "is to take the barometer to the basement and knock on the superintendent's door. When the superintendent answers, you speak to him as follows: 'Mr. Superintendent, here I have a fine barometer. If you will tell me the height of this building, I will give you this barometer.'"

At this point I asked the student if he really didn't know the answer to the problem. He admitted that he did, but that he was so fed up with college instructors trying to teach him how to think and to use 'scientific methods' instead of showing him the structure of the subject matter, that he decided to take off on what he regarded mostly as a lark.



Reprinted from Transformations

For whom the Bell tolls:

Working for Ma

The two women who have written this article are representative of two of the employees you come in contact most: an operator and a service representative. There are many other employees who work at the telephone company, in plant, frame, installations repair, security, accounting, personnel, order-writers and so on. Each department is taught to envy and hate

everyone else. Operators and service representatives are no exception. Operators are at the bottom of the heap and service representatives (SR's) are supposed to be the elite of the company's rank and file. We have tried to give our views of life at the top and life at the bottom as a Bell worker - awful no matter where you are.

From CUP - Canadian Dimension

If you could catch an information operator long enough when she is leaving the office, and ask her to tell you a little about what her day was like, she might say, "Well, there was nothing special about today, except that I came in a minute and a half late because some of the clocks around the building were slow and I followed the wrong one.

I put on my headset and my sexy voice with a smile, and rushed to take my place at the information board. Before I could pick up my first call, a sup. plugged into my position and informed me that I'd been marked late -- and that if I'd only been a minute and a half late I could have been on time, and "How could we run an office if everyone

were so irresponsible?"

Mention that her time would be better spent checking the clocks rather than chewing me out would have constituted insubordination and I'd have been reported as having an attitude problem. So I let it pass.

---Operator, can you give me the number for Radio Station CKEY?

---Have you checked your directory?

---Look, operator, if I wanted to do that, I wouldn't be calling you, would I?

---Yes -- well, the number is listed at the beginning...

---Operator, the number, that's all, just the number...

---...of the C's in your directory.

---Oh, come on -- I know where

Dear Customer:

For some time now, ever since we started working for Bell Canada, we have listened to our friends' comments and our customers' quips about recordings and all the little braggings about how you "really told those people at the telephone company off."

We are fed up.

None of you big shots have ever been able to "tell the company off" any more than we have. All you did was make our lives a little more miserable and have your comments filed.

Bell Canada is a highly sophisticated monopoly which employs about 35,000 people in Ontario and Quebec. It is run by a computer and expects its employees and its customers to

it is -- just give me the number...

---Yes, of course, the number is.

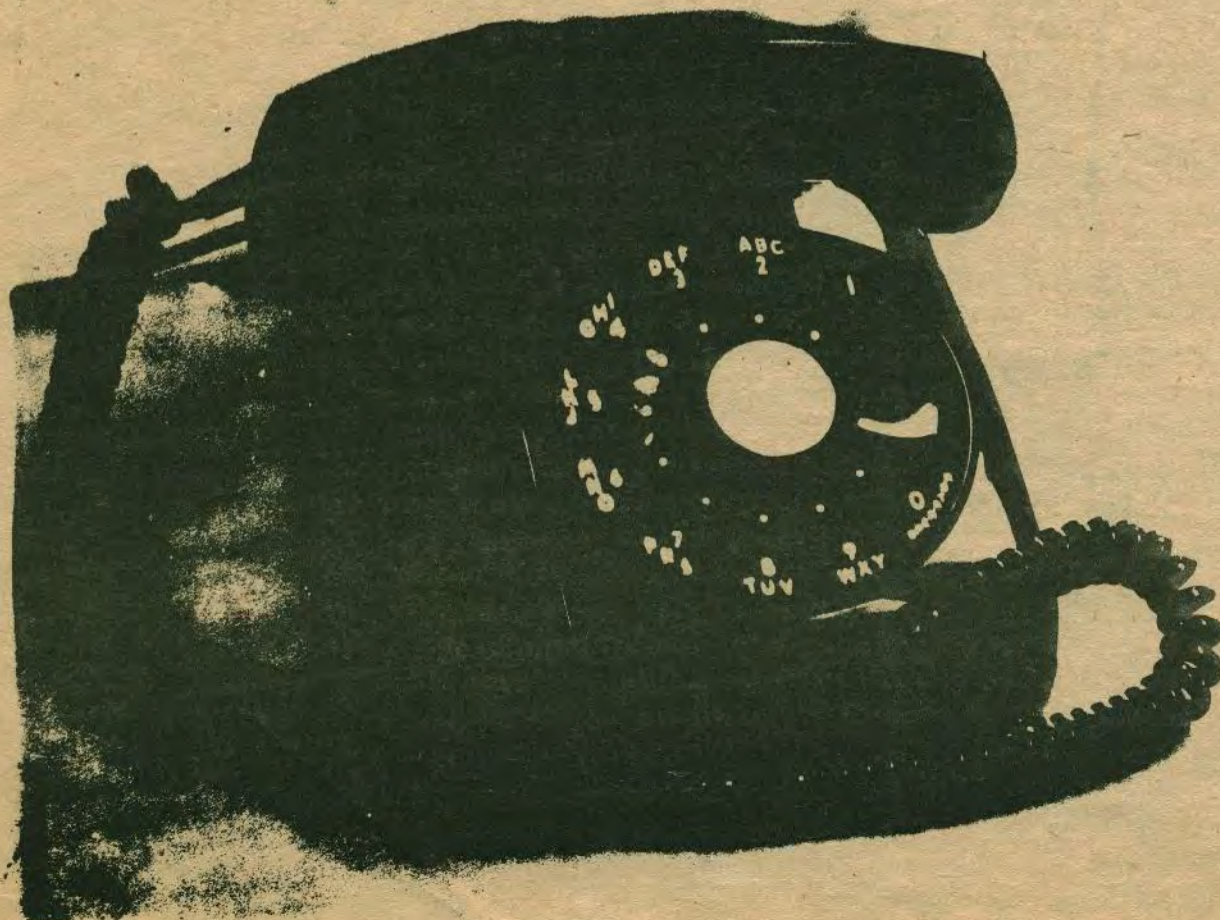
Sound familiar? You bet! And I'll bet you always thought the Operator was just giving you a hard time because it was a slow morning and she had nothing better to do?

Actually that whole spiel about looking in your book is really part of Ma Bell's Directory Assistance Volume Control. Eventually (because it isn't going too well) you'll be charged for calls to information if the number is listed in the book. You think you've got headaches? Information operators know that every time they ask you to look something up in the directory, they're phasing themselves out of a job.

At the same time, each girl is required to handle about 120 information calls per hour. That works out to a call every 30 seconds or so. Objectives like that were set by someone who'd either forgotten or never known what it was like working at information. It takes a long time to find some listings and once you've lost a few minutes -- it's hard to make up that time so you can still meet your objective.

At all times, even towards the end of an hour, when the operator knows they're doing a "spot count" on her and she begins to get frantic, she still must be pleasant and if she can't be friendly, at least sound sexy. This goes on, not just for one hour a week, but for an operator's entire working day.

Long Distance --oh--now I really have to tell you about the best part of life at the bottom! You called and were really upset because you'd been trying to contact your business partner all morning -- and we'd finally got through to his secretary



The top: A supervisor's life has few rewards

act like one. When its employees deviate from this model, they are fired; when its customers deviate, their telephones are cut off. It's as simple as that.

There is only one way to "tell Ma Bell off", and that is to demolish her system... not simply by nationalization, but by workers' control within the company to determine working conditions and by socialism to ensure responsibility to the community. We have seen no indication that any of the provincially-owned telephone companies behave differently than she does.

What we ask is that you join us in trying to demolish the Bell system, and stop trying to take your frustrations out by increasing ours.

I'm that snooty person in the business office who duns you for bills hears your complaints and takes the order when you want to change your telephone around. The company calls us Service Representatives (SR's). You think we all sound like recordings. I'd like to

"Ma Bell keeps her workers down in a variety of ways. She makes sure that we feel every error or misunderstanding is our fault; she exploits our need for income and job security; and she makes sure her employees are divided amongst themselves.

give you my side for a change.

My day begins with the joyous task called "doing my 101's". That is company language for calling the customers to inform them that we are disconnecting their telephone that day for non-payment of the bill. Most calls go something like this:

--Hello, Mr. Johnson? This is Mrs. Carter from Bell Canada calling. We are calling about your telephone account. Has it been paid?

--Mr. Johnson, we sent you a letter last week to advise you that we must have payment in full yesterday...

--I understand how you feel Mr. Johnson, we don't want to take food out of your children's mouths. After all the telephone is a privilege. No we cannot extend credit. There is an amount of \$20.00 outstanding, and you have not been a particularly good customer of ours.

--Well, I'm sorry but we will have to discontinue the service this mourning. When the account is paid in full we will be pleased to reconnect the service...

--I'm sorry you feel that way. Good-bye.

Sometimes it's worse. Sometimes you tell us your husband is laid off and you just got out of hospital and the baby's sick and the nearest neighbour is 20 miles away. I know how you feel, because I've been there too. But I still have to disconnect the service. If it isn't me, it's somebody else, and right now my baby's sick and my husband's laid off, and we have to live somehow.

Most days there are 5 to 15 calls like this to make before 9am!

The company extends credit to customers on the basis of their "ability and willingness" to pay, that is, their class and rebelliousness. Class A customers are large companies and the government; Class B is allowed to run a two month bill under \$25 or a one month bill up to 10 times their local service; Class C is allowed \$15; Class D is allowed \$10; and Class M is asked for a "maintain credit", a deposit of \$50 or more.

The classification is almighty. It is the sole determinate of a customer's relationship with Bell.

Bell never collects accounts, it "treats" them. This treatment is about one-third of the SR job. In most cases it is done by mail, with small blue and white notices. B customers get sent a reminder notice; all others get sent a denial notice (saying we will cut off their service if the bill isn't paid within ten days).

who said he'd be "with you in a sec". We waited, and after a minute was up I said I couldn't wait any longer and you'd have to try again. You really did think I was just plain miserable, didn't you?

Well, my supervisor was doing a position observation on me, and if I had held on any longer than a minute I'd have been charged with what is known as a irregularity and probably would have been asked to explain why I'd made an exception in your case.

I wasn't out to get you. I didn't even know you.

So calling me Ma Bell and hanging up in my ear just shook me up a bit and made it hard for me to smile for the next few calls. It's hard enough to come across sounding cheerful over a telephone, but when you're working as fast as we're required to do, you slip occasionally.

Like the information operators, we have certain standards set for us. A long distance operator is expected to handle about 35 calls every hour. This does not include local assistance calls (when a customer calls in and asks an operator to try a local number for him, inquiries about long distance rates or how to dial direct, etc).

Every time I "hold" on a person-to-person call I get behind. Those minutes slip by quickly and with them my chance to pick up another call to meet my quota. I get frantic on calls to the Bahamas or to obscure places in Mexico.

Those calls sometimes take 20 minutes to complete. Board loads (hourly spot counts of the total number of LD calls I've handled)

are taken regularly to measure my work load, compared with others in the office and with the office "standard requirement". If the results aren't favourable, I'm advised to begin to measure up or else!

To say that accuracy is stressed would be an understatement. Handling 35 calls per hour means that at the end of a normal working month 5000 toll tickets have gone through me. Given the pressures I've already mentioned, you'd expect a generous margin for error. I'm allowed six errors per month.

A billing error is anything from a fraudulent credit card or a wrong calling number, to marking the wrong time of day on a toll ticket. If an operator consistently makes 6-10 or more errors in a month she is considered a "problem biller" and is embarrassed by lengthy discussions on her poor "work performance" in this area of her job.

Her "lack of concentration" becomes the topic of many confidential talks with her supervisor who attempts to get at the root of the problem. Every possibility is explored. After all, the office objectives are reasonable.

"Everyone else," the operator is told, "is meeting the standards." The problem then must lie with the girl herself.

On the pretence of "trying to help her", the already badly intimidated operator becomes the prey of a few amateur psychiatrists (who keep all the information they gather on file on her personal performance record). The personal performance record is marked CONFIDENTIAL, that is, "open only to management".

And Ma Bell never forgets.

Please turn to page 8.

"What the hell do you want?"

continued from page 7

On the final review of "risk" accounts, customers who still have not paid are telephoned (the personal touch), and arrangements are made for payment of the account. All customers except A and B customers are "quoted D (denial)". The treatment calls are another of the small horrors of the job.

Every SR has about 150 to 250 risk accounts on her position at any one time. Collection is a never ending process, and the schedule must be kept at all times.

We are never given time to be sympathetic or conciliatory. If and when an account is disconnected, the collection of the 'final accounts' begins.

"You'll enjoy these Mary," my supervisor told me, "they are so much more interesting."

This kind of collection involves calling nearby telephone numbers to try and get hold of the customer, calling Long Distance parties he has on his bill to get more information on his whereabouts, and sending more notices. If all these measures fail to bring results, the account is sent to the Bell Collection Division for tougher tactics.

The time the SR has to do her treatment varies from office to office. In some places, she has to squeeze it between incoming calls; some offices allow "closed-out" time; in our office, I have treatment time which I can use so long as no customers are waiting on incoming calls.

In our office, when a customer is waiting, lights flash and a loud gong goes off. It's pretty nerve-racking. One day, I knew I was at the end of my rope. The gong was going, I picked up the phone and said: "What the hell do you want?"

Incoming calls can be for a variety of reasons: long distance billing, payments not credited to accounts, telephone installations, transfers or disconnections, intra-company calls, and general information. My job is to "represent the company to the public". To do this, there is a rigid pattern established for each possible kind of call, called a "contact format". They trained me for six weeks to be sure I memorized them all properly. All contacts are noted down on an 1109 Contact Memo in a form of speed-writing. The memo must, at the completion of the contact, have on it: the problem, the steps taken to solve it and the resolution. The company objective for the Business Office is "one stop service".

Common long distance complaints are "there's a call on my bill I didn't make" and "I've been charged too much for this call." Every customer who calls in feels

he has been personally persecuted by the company.

Bell is too big to bother with that but there are errors and we make the adjustments. In offices like ours, without automated direct dialling equipment, I handle 10-20 of these a day. The conversation is exactly the same for each one.

--Good morning, Mrs. Carter speaking. May I help you?

--I'm sorry you have been charged for a long-distance call you didn't make. Can you give me the date and place of the call? Your telephone number please?

--Would you hold the line a moment while I check into this please?

Off the line, I rush around to get out the account, call the Toll Library or Central Name and Address Bureau (CNAB), and then one minute later I am back on the line saying:

--Sorry to have kept you waiting.

--I have more information on that call for you. It was placed on Sunday, February 3 at 11 p.m. by Direct Distance Dialling to the residence of John Martin in Oakville. Was there anyone visiting you who might have placed that call?

--No? Well, I'm sorry this has happened and of course we'll make the adjustment on your bill. The amount to adjust is \$2.01 plus ten cents tax. Do you know how to show this adjustment on your bill? You do, that's fine then. Thank you for calling.

While on the line, I've made our an LD adjustment voucher and completed my 1109. You wonder why I sound like a recording?

I also make orders and orders and orders. The order format is more complex than the Long Distance one, and involves obtaining more information from the customer.

By the end of the contact, I am supposed to have the order completely written out, have sold some fancy piece of equipment, and have sent the customer away happy. If I made a mistake in the order, I'll get a query from the Order Reviewers. A mark against my record.

Of course, the orders are not always completed smoothly by the company. Bungles are common. So the next call I get is: "You said your men would be out to put my phone in yesterday and they didn't come." So I check the dispatch department (they hate SR's and are always snarky) and check the records. Turns out there were no facilities in the area to put the phone in, and so I have to tell you I'll call you in ten days and let you know when we will install the phone.

Of course this sounds ridiculous to you and you get mad, but the engineers won't report until then, and I

can't do anything but try and soothe you.

My day is also chock-full of goodies like looking for lost payments and handling other kinds of customer complaints. I handle 35-50 incoming calls a day, and the average length of time on the contact is five minutes.

All contacts may be monitored by the service analyst group or the local supervisors. All forms and 1109's are spot-checked for accuracy and completeness. Everything I do is checked against the Bible of the Business Office - the BOP or Business Office Practice. Six volumes of rules and contact formats. And through all this, I must keep the customers happy. God forbid, I should ever lose my temper or tell you why we wanted a \$100 deposit before we connected your phone. You were very angry and told me that the Bell didn't need your money but you did, and that you knew I just worked there, but why did I keep defending company policy.

My supervisor was listening in (she knows I hate asking for an MCR) and just kept explaining the policy. You said that I was an enemy of the people and called me a bitch, I told you that we still had to have the \$100, and the Bell had been given the right to do this by the Board of Transport Commissioners. You said I sounded like a recording and hung up.

I burst into tears.

The worst part of the SR job is the paternalism with which the company treats us. There is one supervisor for every five girls. We are continually told to reason things out for ourselves. What is really meant, is looking it up in the BOP.

Indicative of the company attitude to the SR's is the party they launch sales campaigns with. It is held between 8:30 and 9 o'clock on a Monday morning. Coffee and donuts are brought into the office; the manager makes a little speech and the supervisors put on a little skit about selling telephones. Everyone gets a paper hat to wear and balloon to blow up, and the office is decorated with streamers.

If I'm sick I am allowed to stay off work only if I can't get out of bed. They'll phone to make sure I'm home. Absence for one day is called an "absenteeism", and at the regular little sessions with my supervisor, I'll get shit for it. I'm not allowed to have holidays in the busy season, which just happens to be the summer months and Christmas. If work piles up --- which it does all the time because the company understaffs purposely--- I'll have to work long hours of overtime.

And you wonder why I sound like a recording?

No Friday 13th luck for fall festival

Friday the 13th won't have any effect on this year's fall festival ball, hopes co-ordinator Brookes Diamond.

"The last festival I helped organize went pretty well," he said "but the ball fell flat."

So, kicking off the three-day festival is the "Harvest Moon Country Ball", featuring local band Canada Brass, accompanied by fiddler Russell Topple. The tone of the ball will be set by the Rawdon Hills fiddler, whose country music stylings are reminiscent of recording artist Doug Kershaw, Diamond says. Waldo Munro, of the Don Messer days, will also be featured on piano. And if the music doesn't get the participants kicking up their heels, Diamond has laid on what he called "a really good, apple-cider punch." Besides regular bar facilities. "It's all in keeping with the country atmosphere," he said.

For the admission price of six dollars, (per couple) Diamond has also organized a Kentucky Fried chicken dinner.

In the Students' Centre, a New Brunswick rock band, Sky, will entertain while the ball is going on in the Multi-purpose Room.

They'll be helped out by the Hazen Horseman Light And Extravaganza Show.

The next afternoon, following the S. M. U. - Western football game a pub will open in the SUB cafeteria.

That night, St. Mary's favorite group, Ryan's Fancy, will again

headline a spree in the SMU gym.

The group, presently on a tour of Maritime universities, hails St. Mary's as their number one stop.

Sunday afternoon, it's the SMU Dal soccer game, and Sunday night movie buffs will get a chance to see "Anne Of A Thousand Days". The Academy Award winning film stars Genevieve Bujold.

Tickets to most events are on sale in the SUB lobby.

By-elections coming up

By-elections on the three governing bodies which have student representation, will be held in the near future at Saint Mary's University.

Nominations have been opened for three student seats on the Academic Senate, two on the Board of Governors and three seats on the Students Representative Council.

The vacant SRC seats are for cultural affairs, graduate and day hop representatives.

The upcoming by-elections are drawing quite a bit of interest,

according to SRC secretary Marg MacEachern, who says "quite a few nominations have been filled for each category."

According to the SRC secretary, the vacancies were caused by graduations and the instance of one representative resigning because of a "heavy workload."

Nomination papers may be picked up in Room 517 in the Students' Centre. Nominations close Oct. 11.

Elections for all positions will be held on Oct. 17 and 18.



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4th Estate cleared

The 4th Estate didn't libel Le Chateau, a local clothing store, a Nova Scotia Supreme Court justice ruled last week.

Mr. Justice F. W. Bisset dismissed a charge against the Halifax newspaper, ruling that there was no "prima facie case of libel."

He ruled "a corporation must be defamed in the way of its business" to sustain an action for libel.

The defence moved for dismissal of the case following the selection of the jury at the opening of the fall session of the Supreme Court.

The charge of libel arose from newspaper articles published in the

4th Estate in 1971. The articles dealt with slum housing in Halifax.

One was a photograph, showing picketers carrying signs reading "Le Chateau = Slum Housing", and the other was a Le Chateau ad bearing the added words "also visit our slums on Maitland St."

Defence lawyer Brian Flemming contended both of the items were ambiguous and did not "reflect on the trading character of the company."

4th Estate editor Nick Fillmore refused to comment on the trial immediately. Le Chateau has 30 days to file an appeal to the Supreme Court Appellate Division.

working class

DOWNSVIEW (CUP)
York University should recruit more working class people as part-time students says a report by the University's Political Science

Union.
The report says that few part-time students are workers, while the vast majority are teachers and other professionals.

The report also suggests "more courses which are relevant to industrial workers", like class and race relations, union history, organization and structure and the literature, politics and history of the working class in Canada.

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Noses counted easily in Halifax

By GAIL BREWER
Staff Writer

Electoral nose-counting of students, went off without many hassles, election officials said here last week.

Halifax-Dartmouth East returning officer, Doug Lester says "Enumerators took the person's word for it about his place of residence."

"The laws are quite clear," he said, "I felt that most confusion could be avoided by following the Canada Elections Act to the letter."

Under the new Canada Elections Act dependent students don't have the choice of being enumerated in their university riding or their parents' constituency. Now they must vote in their parents' riding, by proxy or in person. Students who say they're independent or students who are married may register in the riding where they normally live. Elsewhere in Canada misinterpretation of guide-

lines has caused confusion. Canada's Chief Electoral Officer said enumerators had stepped out of line when they prevented students from registering at the University of Western Ontario constituency.

J. M. Hamel told Journal correspondents enumerators "were going beyond their terms of reference" last week, when they subjected U of W residence students to lengthy interrogations about their independence from their parents.

Hamel explained the problems have occurred because all 95,000 enumerators couldn't be expected to interpret guidelines from his office in the same way.

His office he continued, couldn't demand students be subjected to a means test.

"In addition to

asking whether a student is on his own or not the only questions students should be expected to answer is if he'd be

willing to declare his university residence to be his ordinary residence under oath on election day".



NOSE-COUNTER Marie Kavanaugh tells left-out students what to do

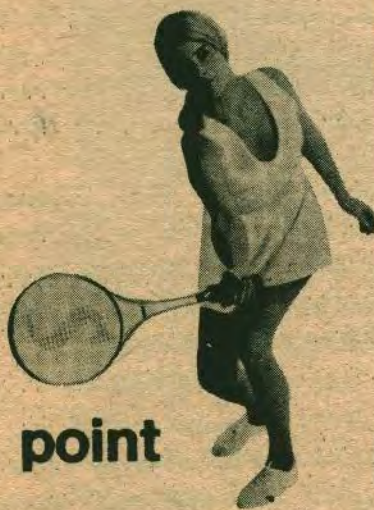
about it. Enumeration went smoothly here, officials said.



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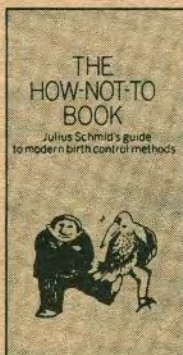
Please send me FREE "THE-HOW-NOT-TO-BOOK"
(Print clearly)

TO: Name _____

Address _____

City _____ Zone _____ Prov. _____

YS-272



Lateand lived
Continued from page 3. major complaints from students, mainly because the quality of the food is high. "Good quality is for our betterment in the long run," he says. "If someone wants food services at say,

York University, they'll come and eat at one of our other establishments." "If the food is shitty, we won't get the business." The residence cafeteria employs 14 full-time staff members, and upwards to 150 students part-time. Students, 606 of them, eat from 21 to 9 meals weekly depending where they live. Students in the new high-rise and the low-rise can get 21 meals weekly, or 15 meals a week. Students in the old high-rise can get either nine meals weekly or none at all, because, says Mr. Severance, they have cooking facilities. The students eating in the residence will get good food, he says. "The kids are paying for it-- they deserve good food."

Conditioning is key to Soviet hockey

By DENNIS HUCK
Staff Writer

With the recent Canada Russia hockey series hockey fans have finally realized that the Canadian professional hockey players are no longer invincible.

There is no doubt that the Russian hockey system has improved in leaps and bounds over the last fifteen years.

What has brought about this tremendous improvement and will it continue to a point where Canada will take a back seat to the Russians as a hockey power?

Bob Boucher, coach of the Saint Mary's hockey team recently returned from Moscow and had a few interest-

ing insights concerning the Russian hockey system.

Boucher was very impressed with the minor hockey program set up in Russia.

Between the ages of 10 and 12, boys are given different types of tests to see if they are inclined towards hockey are then introduced to the hockey system where they are taught all the fundamentals of hockey by expert professional coaches.

Because of their superb condition (conditioning is a way of life over there), much more time can be spent on teaching the game here. Boucher noted though, the kids seemed to lack

the fun enjoyed by youngsters playing the game in Canada.

One of the most striking aspects of the Russian play is their constant motion and positional play. Boucher hopes to introduce this type of system to the Maritimes and hope-

fully get away from the idea of Canadian style hockey where you must stay at your designed positions at all times.

"We must start playing positional hockey in the sort of manner we are

used to seeing basketball teams play, setting up with everyone always in motion yet knowing where your team-mates will be at all times," he says.

Intramural Sked.

Wednesday

Intramural football
Fellinie Bros. vs
Nads
Heroes vs Bombers
8:30 pm.
Dolphins vs Jets
9:30 pm.
Rugby
St. Mary's vs
Marcom 6:00pm.

Varsity soccer
Dal. at St. Mary's
3 pm.
Intramural Football
Jets vs Nads 1:00pm.
Colts vs Bombers
2:00 pm.
Vikings vs Tigercats
3:00 pm.
Dolphins vs Heros
4:00 pm.

Thursday

Intramural Volley-
ball
Team 8 vs Team 7
10 pm.
Team 1 vs Team 6
10 pm.
Intramural Soccer
Team vs Team 6
2 pm.
Team 2 vs Team 4
2 pm.

Monday

Intramural volley-
ball
Team 2 vs Team 5
9:30 p.m.
Team 3 vs Team 4
9:30 pm.

Friday

Cross Country at
St. Thomas

Tuesday

Intramural soccer
Team 6 vs Team 5
2 pm.
Team 7 vs Team 4
Team 9 vs Team 2

Saturday

Varsity Football
Huskies vs Western
1:30 pm.
Track and Field at
St. Thomas

Wednesday

Bombers vs Tiger
Cats 7:30 pm.
Nads vs Heroes
8:30 pm.
Jets vs Fellinie
Bros. 9:30 pm.
J. V. Soccer
Kings at St. Mary's
4:00 pm.

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Football Huskies win squeaker

By DENNIS HUCK
Staff Writer

A football team that comes from behind to pull out a victory in the clutch is likely a

squad with championship potential.

The football Huskies did just that at the weekend, as they squeaked past a tough Acadia Axemen squad, 17-12.

The winning play was a 12-yard touchdown pass, caught by flanker Mike Kirkpatrick, with just over two minutes left in the game.

The touchdown saved the Huskies from being on the short end of what would have been the biggest upset in years in the Bluenose Football Conference.

Early in the game, both teams had trouble moving the ball. Strong play by the defensive lines stopped the ground attack, while good pass rushing plugged the arial route.

Defense was the order of the day until about the six-minute mark of the second quarter, with Axeman Chris Booker nullifying the only sustained drive either team managed to muster, when he intercepted a Bill Robinson pass.

The Axemen finally broke the deadlock midway through the quarter when Allan Charek ran back a Ken Clarke kick 55 yards for a touchdown.

A good kick gave the Wolfville squad the point after and a 7-0 lead.

Moments later the Axemen got what looked like a big break on an unsuccessful Huskie gamble.

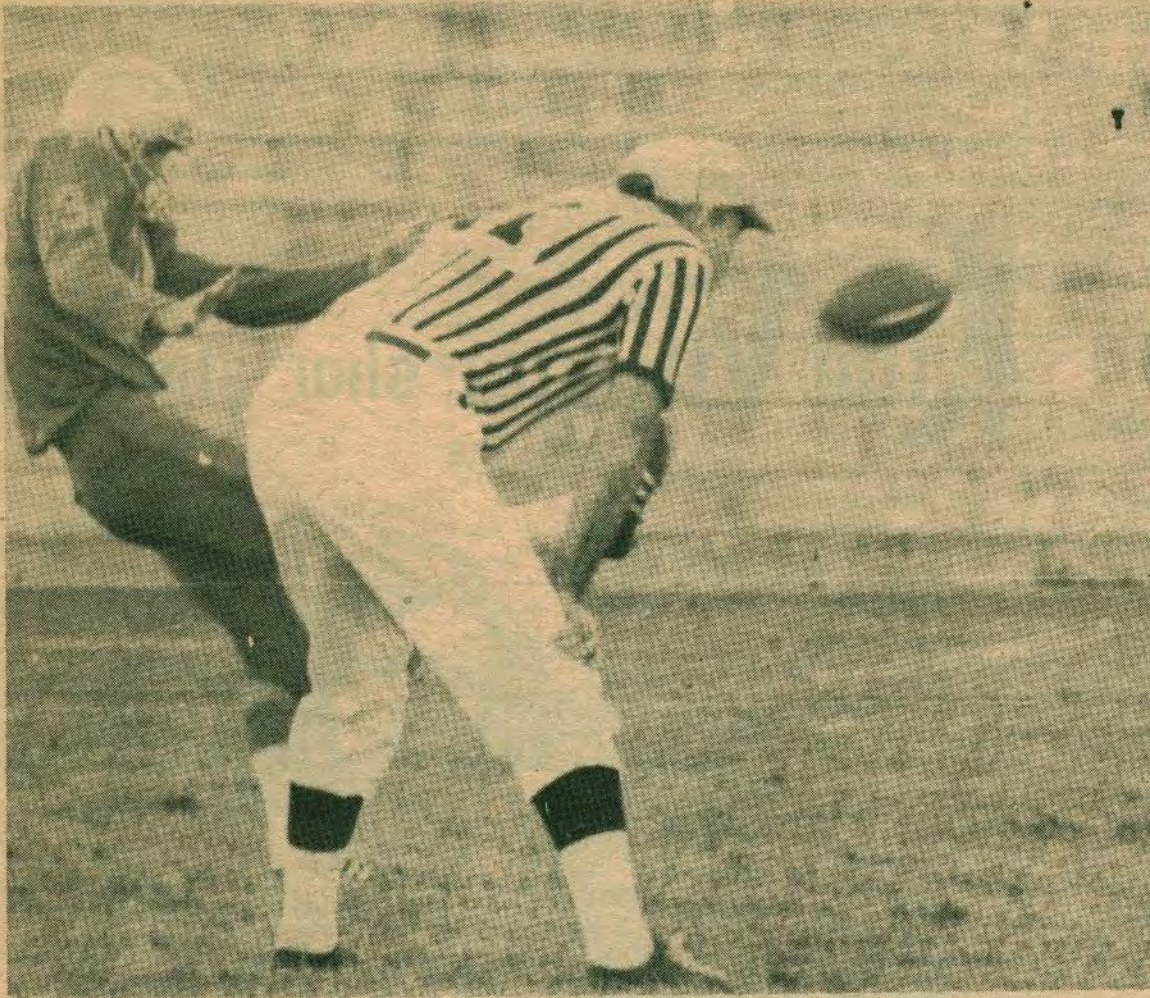
On third down, kicker Ken Clarke, threw an incomplete pass, giving the Axemen possession on the Huskies 42.

But the defense saved the day for the Maroon and White, and the Axemen had to settle for a single point on a wind aided punt.

Just before the gun went to end the half, the Axemen scored again, as Brian Harvey kicked a 27-yard field goal.

The reportedly powerful Huskie offense started to get on track in the second half as they rolled up more than 300 yards.

But key defensive Please turn to page 2



"I'LL BE DAMNED", said the you so, didn't I?" The problem is, stripey-shirted man in the baseball they chorused, "What keeps it in cap. "That is a football." The man the air?" with the funny hard hat said "I told

SECOND ANNUAL ST. MARY'S HARVEST MOON

Fall festival

Friday October 13

9:30 PM THE HARVEST MOON COUNTRY BALL
WITH CANADA BRASS AND A FIDDLER
MULTI PURPOSE ROOM
\$6 PER COUPLE

9:00 PM SHAKEDOWN WITH ROCK GROUP SKY
\$1:50 PER PERSON SUB CAFETERIA

Saturday October 14

1:30 FOOTBALL SMU VS WESTERN
PUB IN SUB FOLLOWING GAME
9:00 PM RYAN S FANCY WHOOP UP
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Sunday October 15

3:00 PM SOCCER SMU vs DAL
8:00 PM MOVIE THEATER "A" \$1,00
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