

Newfoundland. Inside of a year from that date he had three large saw mills erected, some 25 miles of branch railways and sidings built, and the largest lumber wharf in the colony constructed at Lewisport, on Notre Dame Bay on the east coast. His shipments this year it is expected will reach 25,000,000 ft.; already some 700 men are employed in the woods cutting logs and operating the mills. It is expected that after this year the average cut will not be less than 40,000,000 ft. As all this lumber is hauled from 50 to 75 miles on the Newfoundland Ry., it can be seen that a great impetus must be given to its somewhat limited traffic. The lumber is principally spruce, but a considerable quantity of excellent white pine and tamarac is also turned off the limits. The striking feature of this great plant, says one who has recently seen it, is "that practically nothing is wasted except a surplus of bark and small clippings in excess of that required for the boilers." Most of the machinery is of the most modern type and of Canadian make. The largest mill is built on the Red Indian lake, on a branch line 21 miles off the trunk-line of the Newfoundland Ry., and almost in the centre of the colony, a village of dwellings, school house, church, and large stables for horses employed in the lumber woods (and all beautifully whitewashed) are grouped about this great mill that runs day and night. Over 300 people are employed here. Mr. Miller brought over about 70 Swedes with him, but most of them have gone home or to the west, and the employes now are, with few exceptions, natives of the colony. They are said to make excellent operators in all lines, after a few months' training under the experienced managers who have long been in Mr. Miller's employ in Sweden. The largest portion of the cut is deals. Material not large enough for deals is cut into pickets, box shooks, laths, and a variety of other small dimension stuff. Mr. Miller claims that barring fires he has limits that will yield a yearly cut of 40,000,000 ft. for 50 years. The Red Indian lake on which the mill is situated is over 40 miles long and at an average of three-quarters of a mile wide. Outside Mr. Miller's people there is not a habitation or a settler within many miles. He already has one steamer plying on this lake and another one about ready to launch. Much of the lumber is cut on the borders of the lake and towed to the mill by these steamers. Large rivers also discharge into the lake. After a time these rivers will be utilized for driving logs from the interior of the country to the lake and mill.

Talks to Ticket Agents.

By F. B. Sankey, Pittsburg, Pa.

(Continued from last issue)

FITNESS.—A ticket agent should aim to fit himself for the position which he occupies. This can be done by studying carefully the different forms of tickets furnished his office, and the rates at which they are to be sold. Then, when he has occasion to sell a ticket, he can promptly lay his hands on it, and quote the rate, without unnecessary delay to the passenger. This accomplishment is helpful, especially in case of a rush, when selling excursion tickets. A blockade at the window causes uncomplimentary remarks about your office, and reflects on the agent personally; while the handling of passengers courteously and expeditiously, merits favorable comment. Every office is furnished rate sheets pertaining to the stock of tickets in said office, and rules governing their sale. These rates and rules should be carefully studied and mastered, during leisure moments, so that in the course of time, an agent will be as familiar with them, as he is with the time of his daily meals. He has only to apply himself; results

are bound to come. It is not expected that agents at the smaller stations will be as perfectly well informed, as those at larger stations, simply because the former are not furnished the same amount of information by the general office; but an agent should thoroughly familiarize himself with the information he is furnished. The fact that he is familiar with his own duties will prove a stepping-stone, and fit him for advancement to a larger station, when opportunity presents itself. An agent should cultivate the acquaintance of the citizens of his town, and contiguous territory, and keep in touch with the conditions existing in the vicinity in which he lives. Your fellow townsman may be able to do you a good turn any moment; remember the old maxim, "It is better to have the good will of a dog, than his ill will." It is too often the case, when rate sheets and books of rules are received, they are carelessly thrown down and immediately forgotten; when required, they cannot be found. I would seriously recommend that a system be introduced in each office, if not already practiced, to first read over carefully all information received from authorized sources, and then file away in such manner that you can readily lay your hands upon it when required. "A place for everything and everything in its place." The agent who performs his duties faithfully and well, is bound to forge to the front. On the other hand, if he is careless and lax in his duties, he renders his position untenable, not only with the public, but with his superior officers.

COURTESY.—Ralph Waldo Emerson said "Life is not so short but there is always time for courtesy," and "Good manners are made up of petty sacrifices." Of all the requirements that go to make a successful passenger and ticket agent, courtesy stands out most prominently. We are public servants in our respective positions, and I am perfectly well aware the world is full of unreasonable people, who do not hesitate to insult you; people who naturally are irritable, and seem to delight in giving vent to their feelings at the least provocation; people who have grievances against corporations, with an inherent desire to complain; who hurl their gibes at the poor ticket agent, in nowise to blame, instead of forwarding their complaint, if they really have any, to the place where it properly belongs. It is no easy matter to curb one's temper, under the circumstances, but it is the only proper course to pursue. We must expect these rebukes, and the man who bears them, without retorting, is the man who will succeed. There is generally a way to pleasantly withdraw from such arguments, and he who knows how to do so, is a wise man and will succeed in life. If a passenger should ask for information relative to trains or tickets, when you have a rush at the window, give him a polite reply. If the information desired is for a trip at some future time, and you are busy selling tickets, politely ask him to wait a few minutes until the train you are selling for departs, when you can more conveniently wait on him, and satisfy his wants. Often questions cannot be answered off-hand, and a reasonable patron will be content to wait a few minutes. A curt reply will drive him off in a rage, and you will lose the business. A polite request, as suggested, will satisfy any fair-minded person. After the train has gone, spend a little time with him; give the desired information pleasantly; as a rule you will secure his patronage. Do not lose sight of the fact that there are other roads, and that frequently your competitor secures the business on account of your neglect. You may not have a rival road in your own town, but the passenger has the privilege of going to some nearby point, when not properly treated, where there is another line. Be charitably disposed towards the dear public. You know yourself,

when travelling, that one is liable to get a little excited for fear of missing a train. When in such condition a person is likely to ask all kinds of foolish questions, such as "What time does that three o'clock train go, or has it went?" It is quite as easy to respond courteously, and it undoubtedly displays wisdom on your part. Put yourself in the passenger's place, and how much more you will respect the agent who treats you courteously, than one who is "grouchy." No more of your time is consumed by giving a polite reply, than otherwise, and how much better you feel when the former tactic is pursued. Some persons are over-sensitive. Curt replies hurt awfully. The intrinsic value of courtesy is inestimable.

(To be continued.)

The C.P.R. Club, Toronto Jct., Ont., opened its season of 1902-3 on Oct. 9. T. W. Dow, General Air Brake Inspector, C.P.R., spoke on the maintenance, care and handling of air brakes, introducing the duties of engineer, trainman and inspector respectively. G. Robinson, foreman tinsmith, C.P.R., Toronto, Jct., demonstrated an address on locomotive headlamps. There was an attendance of about 150 members, which shows the club to be in a flourishing condition.

The Canadian Roadmasters' Association meeting which was called for Hamilton, Ont., Oct. 15, did not take place, the only members who went there being the President, A. McAuley, Toronto Jct.; the Secretary-Treasurer, J. Drinkwater, Winchester, Ont., and T. Graham, Depot Harbor, Ont.

At the recent convention of the Eastern Association of Car Service Officers, held at New York, the committee appointed to consult with belt lines, terminals and switch roads in reference to the method of notifying owners of cars, reported that the following, among other roads, had agreed to comply with the request made: Atlantic and Lake Superior Ry., Canada Eastern Ry., Cape Breton Ry. Co., Cumberland Ry. and Coal Co., Dominion Atlantic Ry., Dominion Coal Co., Inverness Ry. and Coal Co., Midland Ry. Co., Nova Scotia Steel and Coal Co., Salisbury and Harvey Ry., Temiscouata Ry. The following companies were reported among those as not having fallen into line: Canada Atlantic Ry., Ottawa Electric Ry., James Bay Ry., Canadian Pacific Ry.; Galt, Preston and Hespeler Ry., Grand Trunk Ry., Detroit and River St. Clair Electric Ry., Cornwall Electric Ry., Hastings Lumber Co.

The Nelson, B.C. town council recently passed a bylaw permitting the Nelson Electric Ry. Co. to retain its franchise by operating its line for three months in the summer until the town should have a population of 8,000. On being submitted to the ratepayers the requisite majority to confirm it was not obtained, and the manager is waiting instructions from London, England, where the headquarters of the Co. are, as to what is to be done.

For the year ended June 30th, 1902, the I.C.R. receipts from the Dominion Coal Co. amounted to \$81,122.73 for miscellaneous freight, and \$31,049.80 for coal; and from the Dominion Iron and Steel Co., \$94,994.42 on inward and outward freight, and \$32,229.04 on freight sent collect. The receipts from the two companies were \$289,395.69.

The car ferry International has been placed in operation between the Lake Erie and Detroit River Ry. Co.'s wharf at Sarnia, Ont., and the Flint and Pere Marquette Ry. Co.'s wharf at Port Huron, Mich., thus enabling these two companies to interchange traffic, without using the G.T.R. tunnel.