

LIFT-OFF

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Internal newspaper of Otis Elevator PLC (UK)

A CHRISTMAS MESSAGE FROM DR JOHN WATKINSON



leader in the industry and the key to retaining that position means putting the customer first. We must deserve his confidence and keep his goodwill. Losing sight of that priority puts all at risk – our market status and our jobs.

We are ahead of our competitors in terms of technology and engineering. That gives us a major competitive edge in new and replacement sales. But we must also be ahead in the important service side, for this is where our business can be eroded by our established competitors, by new competitors, and those we might identify as “independent” operators.

We cannot afford customer dissatisfaction and we cannot afford poor quality.

Much has been done to restore customer confidence and we have got to maintain the momentum.

To this end, the main theme for Otis in 1983 is to be Customer Satisfaction. The emphasis will be firmly on achieving improvements in quality and delivery – in all aspects of our business.

This is the route to a stronger company and a prosperous future.

I look forward to working together to ensure we meet that aim.

Best wishes to you all.

I am looking forward to my first Christmas with Otis, the first of many I intend to enjoy with you. May I wish you and your families the season's greetings and hope you have a specially happy Christmas.

The overwhelming first impression I gained on joining the company is that it is a very happy place to work. Enjoying the job is, after all, the key to success. And the company's results show clearly that we are an effective and successful team – even in these tough times.

Otis is performing well by any standards, although, with fierce competition from all sides, we cannot afford to be complacent.

We are still the market

How Boyd's of Newry installed a 44 UB escalator and found the unit had paid for itself in six months

IRISH STORE'S SUCCESS STORY



Escalator or stairs? Mr Russell Boyd's customers have no doubt. It is the escalator every time

under existing beams, and, closing off the street while the escalator was craned from the low-loader onto special bogies, was all somewhat unusual in Newry.

When the Otis 44UB was put into commission on 28 November 1979 in time for the Christmas trade it caused a sensation. At the time it was a novelty, but it is now a necessity and a vital means of generating turnover on the first-floor trading area.

NO LIFTS

Boyd's store is in a steeply sloping location with entries on ground, first and second floors, so they currently do not use lifts. But the escalator provides a unique link between the two main trading floors.

Russell Boyd told Lift-Off:

“Once you take the escalator to the first floor you have to go right through that floor to the stairs at the back to descend. It is a one-way traffic system.

“The increased density on

second floor there are equally extensive trading areas.

While Boyd's is a household name in Newry for domestic goods, going there for a cup of coffee or for lunch was something new and different. And there was the problem of getting people upstairs to the restaurant.

As Russell Boyd says: “I made the big decision to install an escalator”, and he contacted Eddie McGarry of Otis' Belfast office.

To Otis, the problems encountered were very much everyday. But the installation method of trenching out the shop floor to gain headroom for the one-piece installation

There is one thing that every department store operator knows only too well. Getting customers to circulate through the ground floor is easy. But persuading customers to climb stairs to the upper floors is another story.

Boyd's of Newry, which is personally managed, by Russell Boyd, faced this very problem in 1979 during a period of rebuilding and expansion. Otis Belfast office were called in and very shortly Newry had its first, and so far, only escalator.

Newry is 50 miles south of Belfast and everyone in town and around knows Boyd's and shops there.

A family business, it was started during the last century and in 1954 Russell Boyd joined the store management to assist his mother, the then managing director, and took over in 1977 upon her death.

In 1978 there was a major fire and the store had to be demolished and completely rebuilt. It now comprises 16,000 square feet of retail selling space.

RESTAURANT

The first floor is occupied by a self-service restaurant and coffee bar plus an extensive trading area. On the



Otis Irish District Manager Eddie McGarry with Mr Russell Boyd on the ground floor of the department store. The escalator rises to the first floor where there is a restaurant and extensive toy department

the first floor has been considerable. On a busy day customers just jam on to the escalator.

“You can talk to anybody

in this business. It is very hard to get people upstairs. But if

**CONTINUED ON
PAGE TWO**

and all the very best from Lift-Off

TRAINING TALK

Apprentices come to London

Congratulations to Don Oliver. He was seconded from the field in November 1981 to be an instructor in the training centre at Liverpool works and has now been appointed superintendent adjuster for Scotland.

He did great work in the Training Department, developed hydraulic courses and redeveloped UMW courses, and everybody wishes him well in his new appointment.

On 29 September there was a 'first' at Clapham Road when nine apprentices from all parts of the country, their fourth

year ended, came to the boardroom to have their indentures signed. Previously, apprentices out of London had this

done at branch level.

Dr Watkinson signed the indentures, and also present were the apprentices' immediate supervisors and the supervisors they will next work for.

John James welcomed the apprentices with a short speech, and then there was a little ceremony which some people say they have not seen in the engineering industry outside of Otis.

John said: "Gentlemen, under your chairs you will each find a toolbox. Please

take the box and hold it in front of you. Gentlemen, you now have the tools. Go out and be craftsmen".

Two new five-day management courses were held in October and November in conjunction with the Coventry Management Training Centre. The first covered motivation, leadership, planning, control, monitoring - all the areas which are basic to any managerial job.

The second course was much more business and finance orientated and included a business game which ran the full five days and tied everything together. It is hoped that eventually every newly-appointed manager will go through these two courses.

Two further five-day courses were for supervisors. One, held at Liverpool in mid-November, was called Basic Supervision, and was for the

newly appointed supervisor or for the supervisor who had little or no previous training. There were so many nominations that further courses will be held early next year.

The second, at time of going to press to be held in the Birmingham area in mid-December, is called Supervisor Development, and is for the experienced supervisor. Jimmy Campbell ran the basic course in conjunction with the industrial Society. John James will run the second one, again with the Industrial Society.

On both these courses a strong aim is to ensure a good mix of head office, factory and field personnel. There is much more spin-off when there are people from various functions taking part. The subsidiary companies are being asked to get involved in courses like these because the Training Department now has a group involvement.

For the first time, two estimating apprentices have been taken on. Stephen Marsh comes from within the company and Robert Crouch is a newcomer. They will serve a two-year apprenticeship consisting of six months in the field and the remaining time in various areas of sales administration. They will also attend day release courses.

Six trainee salesmen will shortly be selected, all from within the company, and given a maximum of one year's training. This will include practical work in the field, seconded to a salesman plus off the job training on courses.

Last year three graduate engineers were taken on by the company for training. This year, in September, three more arrived. They are Craig Russell, Andrew Thompson

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APPOINTMENTS FOR THE OTIS GROUP

In mid-October Ken Paige was appointed Managing Director of Otis (UK), Derek Lloyd Managing Director of Evans Lifts, Peter Bailey Managing Director of Becker Lifts and Richard Wilson Managing Director of William Wadsworth & Son.

Richard Wilson was previously with ETO, where he was Scandinavian Area General Manager.

These managing directors report to Dr John Watkinson, Chief Executive and Managing Director of Otis Elevator PLC.

Further appointments were also made of four group directors whose responsibility is to provide added strength and support in their specialist roles across all the group's businesses and to liaise with their counterparts in ETO on behalf of the group.

These appointments are: Director of Finance, Alan Bryant; Director of Manufacturing and Technical Operations, Alan Mainwaring; Director of Marketing, Tony Allen; Director of Personnel, Barry Williams.

For the time being, Alan Mainwaring continues with his responsibilities for the Liverpool site. But in order to give maximum personal attention to these and his group responsibilities he has relinquished his duties as Managing Director of William Wadsworth & Son. He retains a relationship with that company as non-executive chairman.

HAVE A CAT

Everybody at Liverpool works knows about Fiona Williams and her siamese cats.

But the number has risen to ten and even Fiona says: "I don't really want to sell any but ten cats just isn't on, is it?"

So by mid-December three little siamese kittens will be up for sale, two male and one female. Excellent pedigree, champion sired, fully inoculated and registered.

Contact Fiona in the personnel department at Liverpool works on 051 546 2961 extension 324.

BOYD'S OF NEWRY *from page one*

they see an escalator they will step on it. There is something psychological about it.

"Basically, I suppose I am a bit of a perfectionist and logically I bought an Otis escalator.

"And that reminds me. Eddie McGarry, the Otis District Manager, assured me that the escalator would pay for itself within 12 months by generating increased business. I hate to say this, but Otis were wrong. I calculate that the unit paid for itself in

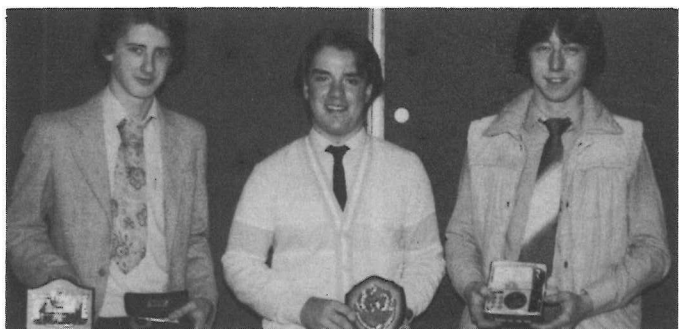
half that time".

Mr Boyd is quite convinced that without the Otis escalator his restaurant would never have succeeded. But even he did not foresee the extent of the increased business which would come from higher densities on the first floor of his store.

He concludes: "That fire back in 1978 was a tragedy at the time but perhaps a blessing in disguise. The way the store was before, I could never have had an escalator".



The nine apprentices who came to the boardroom. L to r, Carl Scrivens (Birmingham), Lee Oaten (Cardiff), Peter Etchells (Manchester), Richard Downs (Brighton), John Francis (London), Steven Picket (London), Glen Carlton (Leeds), Barry Spence (Edinburgh)



In our last issue we congratulated the three first-year apprentices who had won awards at Woolwich College - and here they are. L to r, Andrew Ginno (Starrat Award for Quality and Accuracy plus Wynn Barton Shield for First Aid); Jeffrey Wheeler (Charles Cutler Shield, Apprentice of the Year); Robert Webb (Otis Award for Best Electrical Apprentice)

25-year awards



Liverpool storekeeper Mick O'Sullivan receives his award from Alan Mainwaring



John Nichols, London construction



Ron Powell, Cardiff branch surveyor, received his award from Bill Budden



Ken Paige makes the award to Bill Noon



Terry Ward, Manchester service supervisor



Norman Davis, London district service manager



Charlie Curtis of London service call-out desk



Brian Wykes received his award from Ken Paige



Nottingham fitter Derrick Smith received his award from branch manager Keith Riley



Presentation to Waterford resident serviceman Eddie Lee was made by Eddie McGarry

The fight abroad for exports

SELLING UK HARD IN THE MIDDLE EAST

An Otis UK custom car was the star of the show at the Middle East Construction and Municipal Services Exhibition held in Jeddah, Saudi Arabia, early in November.

Group Export Manager Ken Durward reports that the unit was operational, with all the latest features, and created enormous interest.

The Otis stand was visited by Dr Mohamad Ali Kattan, representing HRH Prince Mutaib Bin Abdul Aziz, Minister of Public Works and Housing.

With Ken in Jeddah was Jack Proctor from Liverpool works, both promoting UK group products.

Other senior Otis people present were E. Juliani, Vice President for Italy, Spain and the Middle East; S. Porteus, Middle East Service Director; Joe Bittar, Middle East Marketing Director and Magdi Fouad, Saudi Arabia Managing Director.

Ken Durward says that as a result of this successful Otis appearance at the exhibition, more business for the UK from the Middle East will result in the very near future.

The UK is well-represented in Saudi. John Fulton, at one time Glasgow branch man-



Admiring the Otis UK custom car. Dr Mohamad Ali Kattan (centre with glasses) with Joe Dittar, Middle East Marketing Director (left) and Magdi Fouad, Saudi Arabia Managing Director (right) and two aides.

ager, is Service Sales Manager; Bill Dodds, previously in Newcastle sales, is FOD Manager; Colin Pitman from London is superintendent.

Their assistance greatly contributed to the success of the Otis stand, and for Ken and Jack it was most enjoyable to

renew old acquaintanceships.

The UK is strongly increasing its export efforts. A new Group Export Department has been formed, incorporating the Intercompany Department, and acts on behalf of the total group of Otis, Becker, Wadsworth and Evans.



Site of the Middle East Construction and Municipal Services Exhibition in Jeddah, Saudi Arabia. The Otis stand created enormous interest

To meet the challenge of additional export requirements, Pat McNulty and Philip Jones have joined the team, based in Liverpool in the Intercompany Department.

The Export Department has been strengthened by the appointment of Bob French as Overseas Export Sales Manager. Jim Lloyd Junior has been appointed supervisor of the department and it has been further strengthened by the appointment of Henry Pugh and Tony Corkett, both reporting to Jim Lloyd.

The appointment of Jim Lloyd will allow Tony Francis the time to concentrate on selling direct to main contractors.

The amount of competition in the export territories is well-known. We are up against all major competitors, including the Italians, Japanese and Koreans. But now we have additional products to offer, and a more competitive traditional passenger elevator, we can confidently meet the challenges involved.

We are going abroad to fight hard for UK business, both from direct customers and

from Otis sister companies. As part of that campaign David O'Brien was in Kuwait and Egypt during mid-November.

This is all a fairly new operation, with some new people joining it, for a positive approach to exports.

We have been involved in two major contracts this year for our French sister company. One, for IBM, was for 11 gearless lifts, six of them a 7.0 mps. The second contract, which is still in course of production, is for Elf Aquitaine, and again is for high-speed gearless elevators.

As previously reported in Lift-Off, Otis Hong Kong has a contract for 64 escalators and 28 gearless elevators to go into the Hong Kong and Shanghai Bank. The design and manufacture of the very special glass-clad elevator cars will be carried out by Otis UK at Liverpool.

Elevonic 401 technology is utilised for the elevators.

The cars are still being designed but will have the latest Elevonic fixtures together with speech synthesiser and visual display.

This contract makes a major contribution to the workload in Liverpool for the whole of 1983 and part of 1984.

Come along and bring a friend

New Year annual dinner and dance of the London Sports & Social Club will be held on Saturday 5 February 1983 at the Mecca Restaurant, Colonial House, Mincing Lane, London EC3.

Tickets are £7 per person. These functions have always been a huge success. There will be a four-course meal followed by a pleasant few hours of dancing to a popular band.

Contact Jim Green at Clapham Road on extension 199.

Contracts

John Balsillie in Aberdeen has sold three 21-person passenger lifts and one 3200kg goods lift for the Britoil office development. Main contractor is Alexander Hall & Son (Builders) Ltd, architects Thompson Taylor Craig & Donald; consulting engineers Cameron & McIntosh.

For the Bournemouth International Centre a contract has been placed for two escalators, five passenger lifts (including a Sovereign duplex installation and a VR model), four goods lifts ranging from 630kg to 2000kg, and one dumb-waiter service lift. The salesmen were Alex Gater (escalators) and Alan Wiley (lifts).

At Abell House, London SW1, Barry Lane has sold five gearless Elevonic 401 passenger lifts with a load of 1250kg

and a speed of 2.50 mps; one passenger/goods lift with a load of 1000kg and a speed of 1.00mps.

Barry has also sold three goods lifts for Waitrose supermarket in Woking, Surrey.

Major service renegotiation

Bulk contract for 56 units operated by Rank Hotels Ltd. Negotiated by R. Blackman of London.

New 'O' service bookings

Hull Royal Infirmary, 15 units, by Nick Lawrence of Leeds.

York District Hospital, 18 units, by Nick Lawrence.

University of Reading, 36 units, by J. McQuillan of Reading.

There were 215 at Long Service Dinner

The 29th annual dinner of the Otis UK Long Service Association was once again held at the Baronial Hall, Colonial House, London EC3 on Friday 15 October, reports secretary Bob Lake.

There were 215 members sitting down to a most enjoyable meal of roast beef followed by rum baba and all the usual trimmings.

The coach from Liverpool arrived with 50 members on board. We always appreciate their efforts to get to the dinner as it always ends by a return trip to Liverpool in the small hours of Saturday morning,

some even going into work the same day!

On this occasion we welcomed for the first time the Group Managing Director, Dr. John F. Watkinson, who gave a brief speech punctuated with a few good stories, one in an excellent Liverpool accent.

Among the many gathered together we were pleased to see Harry Julier, looking very fit, from his tax haven in Tenerife, and Fred Crust, who has just moved back to Farnborough in Kent.

We were particularly pleased to see Margaret Cummings, who this year seemed to be the only guest from North of the Border.

Among the life members who attended were Albert Stanley and Harry Spurlock, both of whom are in their nineties and looking extremely fit. The chairman this year was Bob Lake and our old friend Dick Page spoke on behalf of the pensioners. Our very busy chairman of the Association, Harry Pettinger, was also in fine form.



Dick Gaywood, Harry Dunley and Charles 'Titch' Walton



Jack Weller, Albert Champion and Ben Champion



Bob Boniface and Winnie Goddard

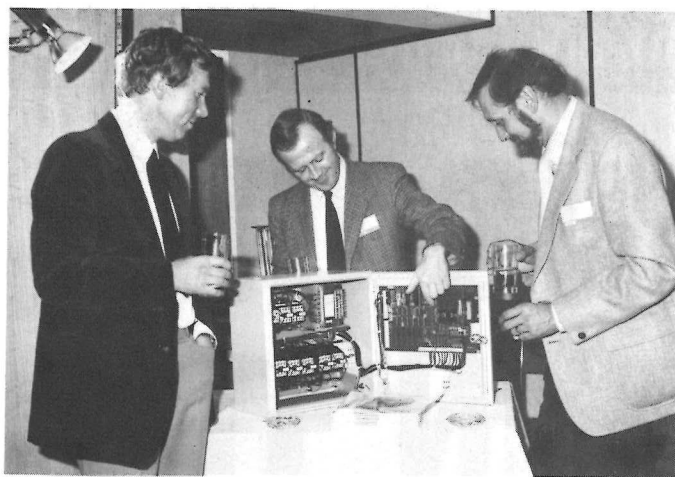


Ian Pollock and Ron Baker with Norman Foulner of Steensen, Varming & Mulcahy

CUSTOMER RECEPTION IN GLASGOW

Scottish District Manager Ron Baker reports that a successful customer reception was held in Glasgow on 16 September.

Bill Noon, John Mizon and Ian Pollock were among the staff who entertained our guests and made presentations on the latest Otis products and systems.



Ian Beattie and Tom Geddes of Glasgow District Council with Tommy Collins, newly appointed Glasgow service supervisor, demonstrating the controller unit

Pat Hogg presents the Otis trophy to the owner of Kathred

Kathred came in at a good 16-1



Otis went racing at Haydock Park on 2 October for the Otis Handicap.

The new grandstand complex had been officially opened the previous month, with two Otis passenger lifts, one goods lift and one service lift.

The weather was fine and customers and their wives from the North-West attended

a champagne reception and buffet lunch.

Many Otis engineers from Manchester and Liverpool were on the course, along with a few members of staff, and a very enjoyable occasion went off without a hitch.

London office was represented by Tony Allen and his wife, Anne.

Pat Hogg presented a trophy (Waterford Crystal punch bowl with glasses) to the owner of the winning horse in the Otis Handicap – Kathred, which came in at 16 to one.

Prize money of £30 was awarded to the stable lad (actually a girl) for the Best Turned Out Horse, judged by Pat Hogg and Anne Allen.

ON SITE IN EDINBURGH

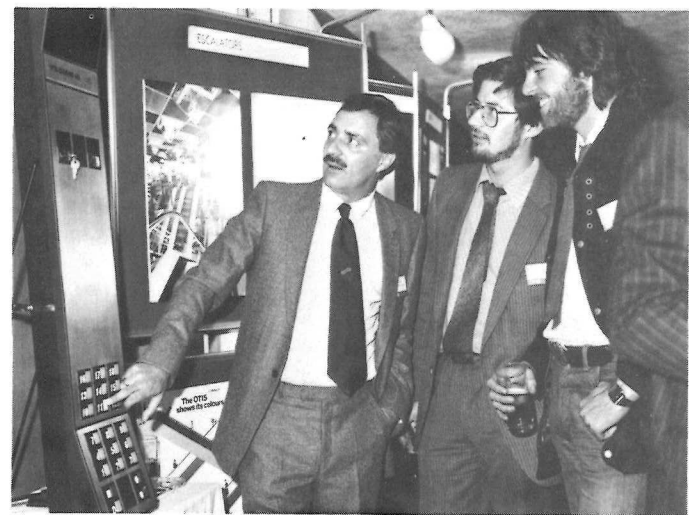
Right, Ian Fraser, Jimmy Cummings and apprentice Gary McNeil at British Home Stores, Princes Street, where J & E Hall lifts are being modernised to duplex operation with new controllers, selectors, car enclosures, car and landing doors. Far right, apprentice Hamish McGlashan with Fred Massey at a new office development in



Belford Road, where there is an 8-person duplex and



simplex installation.



Dennis Cairns with Tom Logan and Charles Finn of House of Fraser Architect's Department



Food service assistants Pearl, Karl, Sylvia and Louise; pastry chef Tina; Rhona; Carol; head chef Robert; Mary

Thank you, Rhona!

Since she joined Otis in August as restaurant manageress, Rhona Bean has been livening Head Office taste buds.

A Seafood Week in October included such culinary delights as battered squid and Cod Provençale, plus jellied

eels and smoked salmon paté.

The Fifth of November was celebrated with pumpkin pie and Southern Fried Chicken with B-B-Q sauce. Also Robert's homemade vegetable soup and mulled wine.

Thank you, Rhona, for all your efforts. And keep it up!

TRAINING from page two

and Jas Birk. Initially they will do 12 months in the field, split into six or seven months' practical training and four or five months supervisory training.

There will be a micro-computer in the Training Department at Clapham Road. Quite frankly, says Colin Coast, the initial aim is to overcome some people's fear of computers. He just wants people to come down and spend an hour playing with it. That way, they will become accustomed to this new technology.

Anybody, of course, who has seen the recent movie, *Tron*, in which the hero is actually drawn into the computer and has to play war games for real life or death, is probably beyond convincing!

Also now running in the Clapham Road Training Department is the language laboratory. Using tapes and headphones, it is a self-teach system for brushing up on French and German. It is not really suitable for complete beginners. A departmental head must authorise its use and it is open all day every day by advance booking.

We started with congratulations, so let us end with them. Nottingham apprentice Chris Pietrzykowski has done so well after three years that the company is sponsoring him on a degree course, and he has just started.

Ken Jones in the language laboratory



Background to the Otis Group

In order to maintain and emphasise the individual identities of the businesses in the Otis Group, four separate trading organisations have been established within Otis Elevator PLC.

They are Otis (UK), MD Ken Paige; Evans Lifts, MD Derek Lloyd; Becker Lifts, MD Peter Bailey; William Wadsworth & Son, MD Richard Wilson.

These managing directors report to Dr John Watkinson, Chief Executive and Managing Director of Otis Elevator PLC.

The four companies all have individual strengths and specialities which complement each other in the total market, and in future issues

Lift-Off will be visiting Evans, Becker and Wadsworth in turn to look more closely at their personnel and products.

But here is a preliminary assessment of what they do.

EVANS

The company is based in Leicester, manufactures traction lifts but has a strong interest in hydraulics. They have many supermarket customers, including Boots and Sainsburys, for goods/passenger hydraulic elevators, scissors lifts and dock levellers. They cover the passenger range but not at high speeds – that is Otis's job.

Evans have a philosophy of making practically everything

themselves. In order to maintain high quality standards and quick delivery to site, they press out the sheet metal that goes to make the cars, build the cars and frames and make the switches and control panels. They also manufacture microprocessor controllers. The factory is equipped with some very modern machine tools.

BECKER

Becker's activities are complementary to Otis and unique in the new Otis Group. They are leading hydraulic specialists making a quality product

for any hydraulic application, from small passenger lifts to 10-ton goods lifts.

They provide custom-built products to meet the needs of individual clients, with flexibility of design, using their own hydraulic technology, and manufacture in-house.

Becker scissors lifts are leaders in tailor-made products for industrial and material handling applications.

Key customers include Ford Motor Company, British Leyland, Safeways, East Anglia Hospital Board, Bovis, Mothercare and the British Airport Authority.

The company, with about 200 people, is at Alperton, North London. It was first registered in 1942 by Fred

Becker as Equipment Repairs Ltd in a railway arch under the elevated section of the Piccadilly Underground line.

It developed to use part of an adjacent garage and went into part of the present building.

During early 1982 existing rented storage was dispensed with and the Becker manufacturing operation now occupies the whole of the main building.

WADSWORTH

Many of Wadsworth's lifts are very special and the company's strength is the heavy-duty traction elevator.

With a large plant in Bolton, they have their own foundry

and, like Evans, manufacture a very high proportion of the product.

Ten tonnes capacity is quite normal for Wadsworth, and they have customers like the Central Electricity Generating Board, the Post Office, the Atomic Energy Authority customers with particular requirements which Wadsworth are well placed to meet.

These are lifts for very specialist applications and are one-off or at the most two-off. In most cases the job is specially engineered for the customer.

In later issues, as we have said, we will visit Evans, Becker and Wadsworth to report on them more fully.

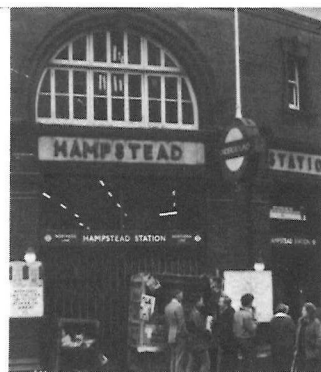
DOWN THE UNDERGROUND

Work is being carried out at several London Transport Underground stations and Lift-Off went to have a look at three – Hampstead, Elephant & Castle, and the Bank.

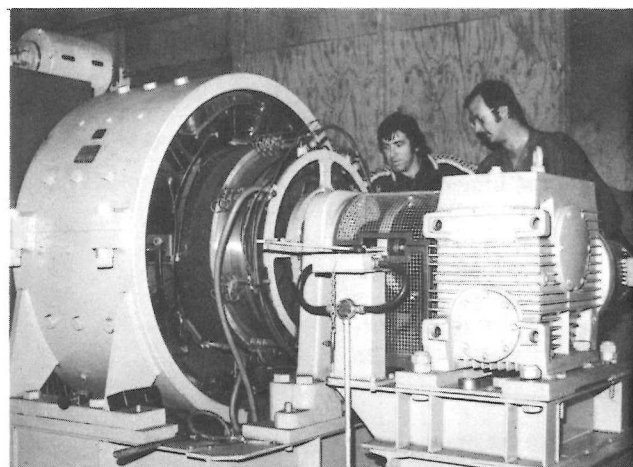
At 180ft, Hampstead is the deepest London Underground station. Two 40-person lifts running at 800ft per minute, the fastest London Transport have got, are going in and one old lift has been taken out. The shaft has been modernised to take the two lifts, which have passenger-initiated control and are driven by big 269 HT machines.

At Elephant & Castle station two lifts are being replaced for the Northern line platforms.

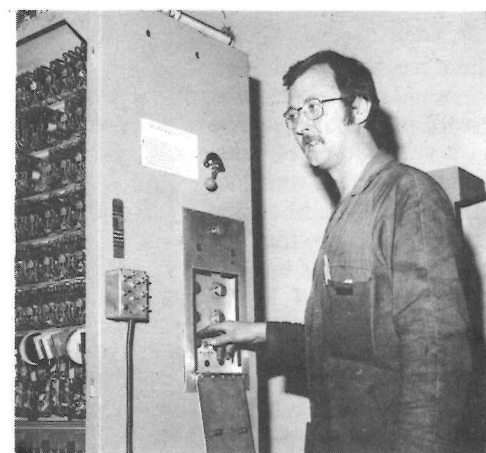
There were five original lifts at Bank station but this number will eventually be reduced to four. Two new lifts are now in service. The cars are underslung because there is a church and crypt right above the job and very little head room.



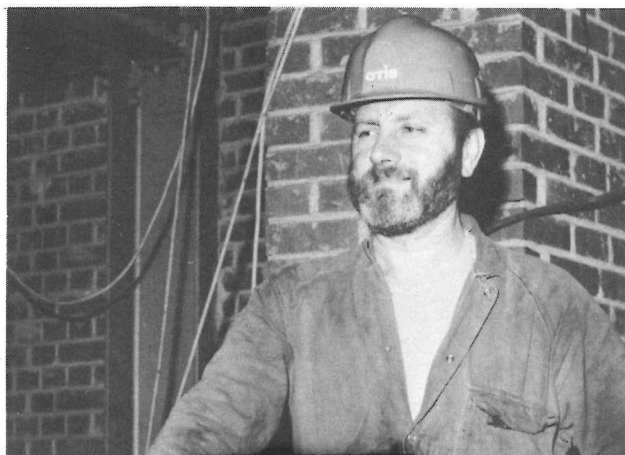
HAMPSTEAD



Above, adjuster Tony Willmott (right) examines one of the giant 269 HT machines with LTE inspector Warren Rousseau. Left, Tom McLean in one of the cars. Below, Tony Willmott with a controller. Also on site was fitter's mate Tom Byhurst, and chargehand Robin Nye and mate Peter Gomez have worked on this job.



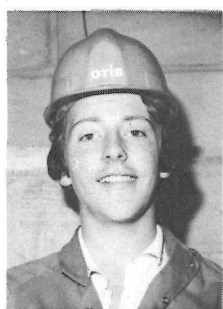
ELEPHANT & CASTLE



Don 'Monty' Montgomery, chargehand at the Elephant. He is also chargehand for the Bank



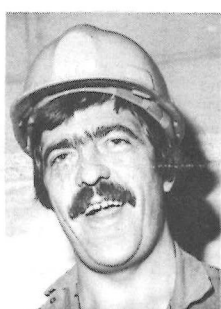
Steve Montgomery



Steve Hamblin



Mark Braidwood



Terry Ryan

NORTHERN NEWS

Our Northern District correspondent, Diane Ryan, reports:

Les Bradley, service supervisor in Leeds, retired on 30 September after 35 years' service. He joined Otis at Liverpool in Webster Street in March 1947 as a fitter. In 1957 he went on to adjusting and in March 1964 crossed the Pennines to Leeds branch.

Les was presented by his colleagues with two oil paintings, a carriage clock and camera – and a deep fat fryer, which pleased his wife.

His father, John, will be remembered by many long service people because he worked in Liverpool branch for 29 years.

Frank Sinclair was originally in Liverpool works as a draughtsman, and came to Manchester in September 1980 as service sales representative. In September 1982 Frank moved to new sales and has been undergoing a severe training session with John Hughes. He moved to Liverpool office on 1 November. All his friends and colleagues in Stockport wish him well.

Welcome back to Jack Buchanan, who has returned from 12 months in Qatar. He is now in his home branch of Liverpool and looking just as pale as everybody else. He has got used to driving his company car again, but sadly misses the camel he had to leave behind in the sand.

Eighteen-year-old Manchester apprentice Mark Stapleton manages and coaches Our Lady of Lourdes under 13s football team in the Sale and Timperley Junior League.

The team has won a lot of trophies, including the 1981-82 season under 13s King William Memorial Cup. Keep it up, Mark. One day you could be managing Manchester United.

While on holiday in Tenerife, Dianne Goodwin met a man by the name of Engelbert Sayn from Stadthagen. She told him that a Mr Hogg of her acquaintance in Otis Elevator was taking a party of important customers to the Otis factory in Stadthagen.

Mr Sayn said: "Yes, I know. I am the works manager for Flohr Otis at the factory. If I hadn't been on holiday I would have been taking them around the works".

As they always say, it's a small world.

TOM GOT A MEDAL

Edinburgh safety officer Tom Combe completed the Edinburgh Marathon in 4 hours 19 minutes to win a well-deserved medal. As previously reported, Aberdeen branch manager John Balsillie also completed the course with the fine time of 3 hours 52 minutes.

Darts win for Otis team

On 10 November a Clapham Road team, at a local pub, met a team from the architects, Rolfe Judd Group Practice, and retained the trophy.

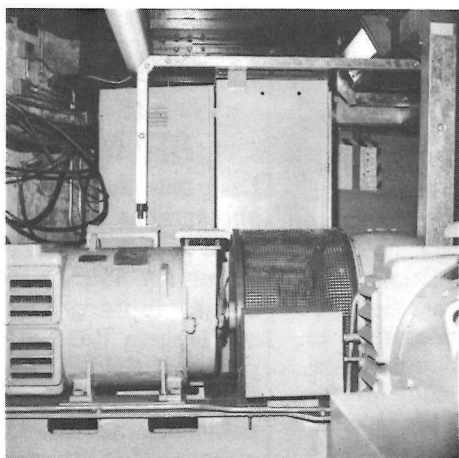
The main contest was for two teams of eight, best of three games, 1001 off, and Otis won the first two games.

RJCP's thank-you letter, much appreciated, said: "Due to our apparent inability to hit a double on the night, the trophy must remain with you until we can arrange a rematch. Watch out, Otis!"



THE BANK

Right, one of the new lifts in service at the Bank with a happy passenger. Below, left, part of the motor room with very little headroom. Below, right, LTE porter operates one of the old lifts still to be replaced



IN THE FAIR CITY

SPOTLIGHT
ON
DUBLIN

Otis Dublin branch covers the whole of the Republic of Ireland from offices in South Leinster Street, where it has been for many years, along with service centres in Waterford, Cork and Limerick.

Barry O'Connor is branch manager and his face is known to many Otis people because his rugby-playing activities were the subject of a four-page colour feature in the Spring 1982 issue of Otis Magazine.

He came to the branch four years ago as new sales representative and was appointed manager just over one year ago.

We visit branch manager Barry O'Connor



Outside the Irish Life Assurance headquarters in Abbey Street, l to r, Yvonne Kennedy, Joe Doyle, Barry O'Connor, Tom Finn, Shay Doherty, John Hanley, John McCarthy, Eddie McGarry (Irish District Manager), Doug Richards (in Dublin on business and wouldn't leave!) and Anna O'Kelly



Barry O'Connor, Eddie McGarry and Joe Doyle



Tom Finn, Anna O'Kelly and Yvonne Kennedy



John McCarthy, John Hanley and Shay Doherty

CONSTRUCTION

There has been a considerable amount of Otis construction work in Dublin over the past ten years. Some 14 units, including escalators, went into the Dun Laoghaire Shopping Centre; 13 units into the Irish Life Centre; 16 units into the Setanta Centre; and at the Ardilaun Centre there are four sets of duplex groups of the first microprocessor controlled lifts in Dublin.

The city, long famed as one of the most attractive and gracious in Europe, has also seen much development. A good example is Lower Mount Street, not far from the Otis offices. At one time it consisted largely of derelict buildings, but it has now been almost completely rebuilt.

Big Otis customers are the Office of Public Works, the Irish Life Assurance Company, Cery's Department Store, The House of Fraser, the various Health Boards, Hardwick Limited and MEPC.

There is a group of six passenger lifts in the Cork Regional Hospital, a group of four gearless passenger lifts in the Irish Life Assurance headquarters in Abbey Street,

Dublin, and another four in the Setanta Centre in Dublin.

Four of the major hotels in Dublin are served by Otis lifts; the Shelbourne, Jury's, the Burlington and the Gresham. At the moment four units are being installed in the P.V. Doyle Hotel, just off Grafton Street, Dublin.

Since the Year of the Dis-

abled, the Irish government has expressed an interest in installing lifts in two and three-storey public buildings which are at the moment without them, and this is a promising area of future business for the branch.

The Irish economy has been damped down by inflation and rising prices (petrol is currently over £2 sterling per gallon)

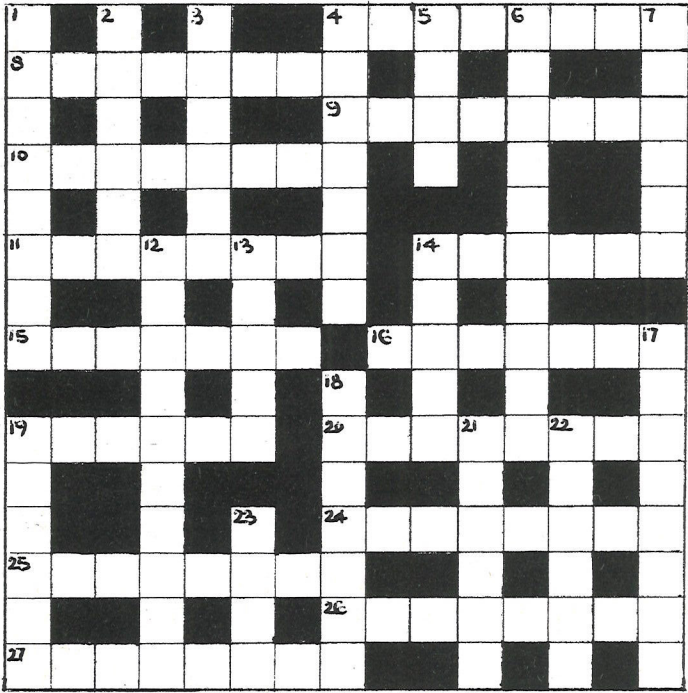
but new high-tech industries are being set up. In the Industrial Estate at Blanchardstown, outside Dublin, over half the factories are engaged in electronics, including the Mostek works.

The service supervisor for the last five years has been Seamus Doherty, who has 14 years' service with Otis.

Construction supervisor is



CHRISTMAS CROSSWORD



CLUES

- Across
- 1. One out of I dn. comes to a head (5, 3)
 - 8. Sounds like precipitation, love, for Santa's driving force (8)
 - 9. The Saviour's College? (8)
 - 10. Assembles for prayers (8)
 - 11. Maids, geese and calling birds make an Australian Rules team (8)
 - 14. What 8 did for Mr. Claus? (6)
 - 15. Catch a glimpse of Jesus - at the Admiralty by the sound of it! (3, 4)
 - 16. Angels riding crimson horses, and indigo camels initially very old (7)
 - 19. Alternative phrase at the beginning of 25 (6)
 - 20. A French pound with dreadful following is illegal (8)
 - 24. Alibi not muddled by drink (8)
 - 25. Heavenly being with accounting organisation for cake decoration (8)
 - 26. Jet has engineering body for a seasonal hazard (5, 3)
 - 27. A hundred leave nice and happy, confused after Twelfth Night (8)
- Down
- 1. The Christmas ones don't jump, but may get a pull! (8)
 - 2. Sort of girl to help with poor man's winter fuel? (3, 3)
 - 3. Publicity opening is coming (6)
 - 4. Here, on the Christmas tree? (7)
 - 5. Post Office member reveals the grandeur of the occasion (4)
 - 6. Threw Shona about and was top of the tree (3, 3, 4)
 - 7. Soundly reported with the bells (6)
 - 12. One eye shut - after Christmas dinner maybe? (4, 6)
 - 13. Destination for 3 - positive or negative (5)
 - 14. Coventry girl? (5)
 - 17. Glazing machine-with 3 soundly calls for one to open the windows daily (8)
 - 18. Pause before topless infant gets a song (7)
 - 19. Thus a dash of spirits for the Comforter (6)
 - 21. Dan taken in by expert to play up by leading thus (1, 5)
 - 22. Dig up at the weekend, cold (6)
 - 23. Mineral content of Islamic Advent (4)

Entries to Barry Wheeler at Clapham Road by first-post Friday 7 January 1983. First correct solution opened at mid-day will receive a gift voucher.

John Hanley. He came to Dublin three years ago from Manchester, is an Irishman, a native of West Cork, and has 16 years' service with the company.

John McCarthy, who was appointed repair supervisor one year ago, has been with the company for 20 years.

The office secretary for eight years is Anna O'Kelly, and the latest recruit is telephonist Yvonne Kennedy, who has been in Leinster Street for four months. Tom Finn, the office administration manager, has been with the company one and a half years.

the car enclosure is clad with leather skins from various animals.

The oldest lift on service dates from 1912. It is in the residence of the President of the Republic and has a small car with gold lacquered gates. Before the Republic was declared, the building was the Vice-Regal Lodge.

It is pointless to ask the staff at South Leinster Street if they would like to work anywhere else. Dublin is one of those cities with a magic all of its own. Every visitor feels this quality, wants to stay longer, and is reluctant to make the trip to the airport and leave.

BALLOON

They have several most interesting units on service at Dublin office. For instance, at Barrettstown Castle, about 30 miles south of Dublin, the original lift car has been refurbished and redecorated to give the impression that passengers are standing in the basket of a hot air balloon. It must be unique. The castle is now a government residence. At the American Embassy

SEND IT OFF NOW!
Last date for news and photographs for the next issue of Lift-Off is Friday 7 January 1983. Send it off now to Barry Wheeler at Clapham Road. And if you are taking photographs especially for publication in Lift-Off - please use black and white film.