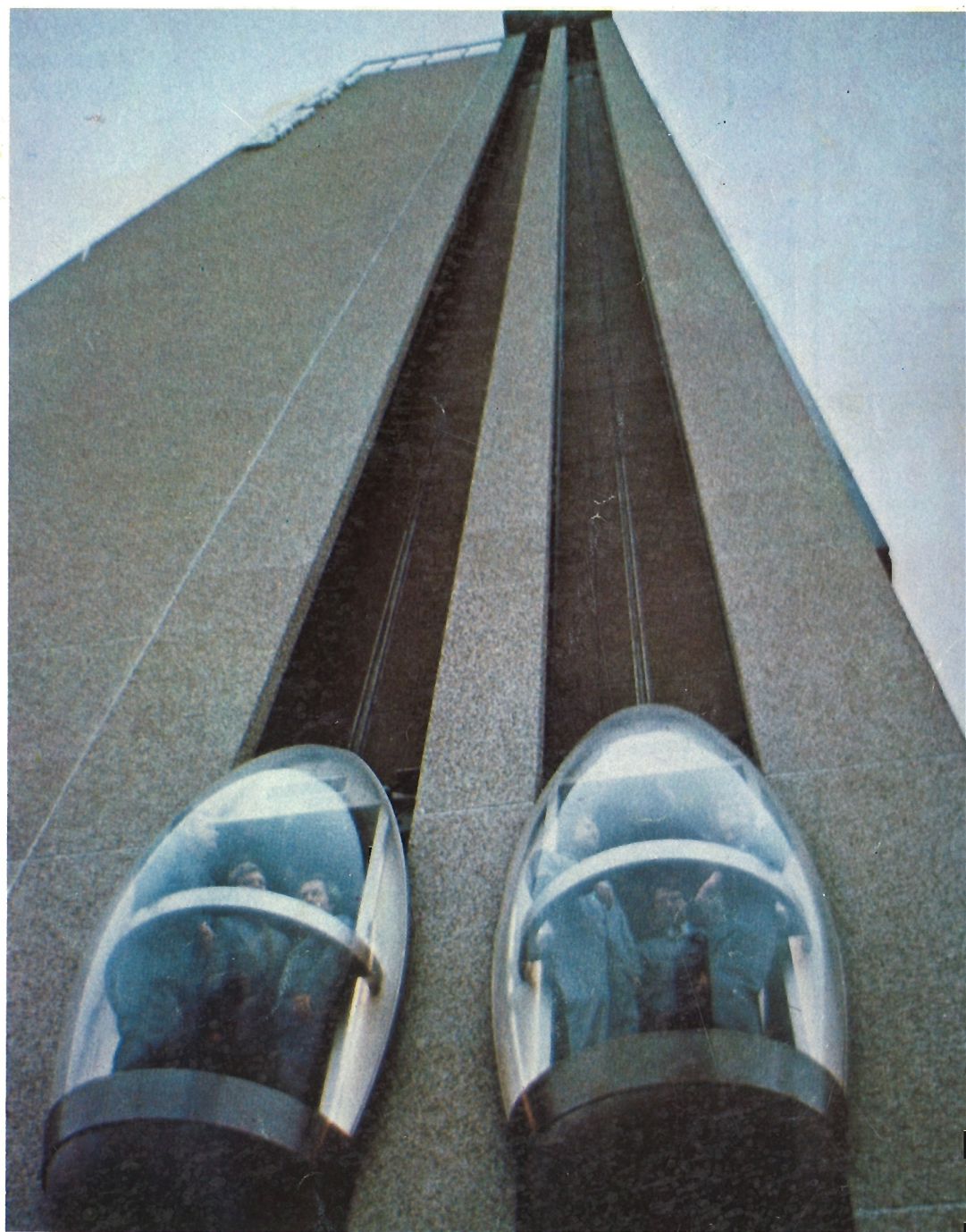


# OTIS

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**MAGAZINE**



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**Otis Elevator Company Limited**  
**Spring 1979**

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Spring 1979

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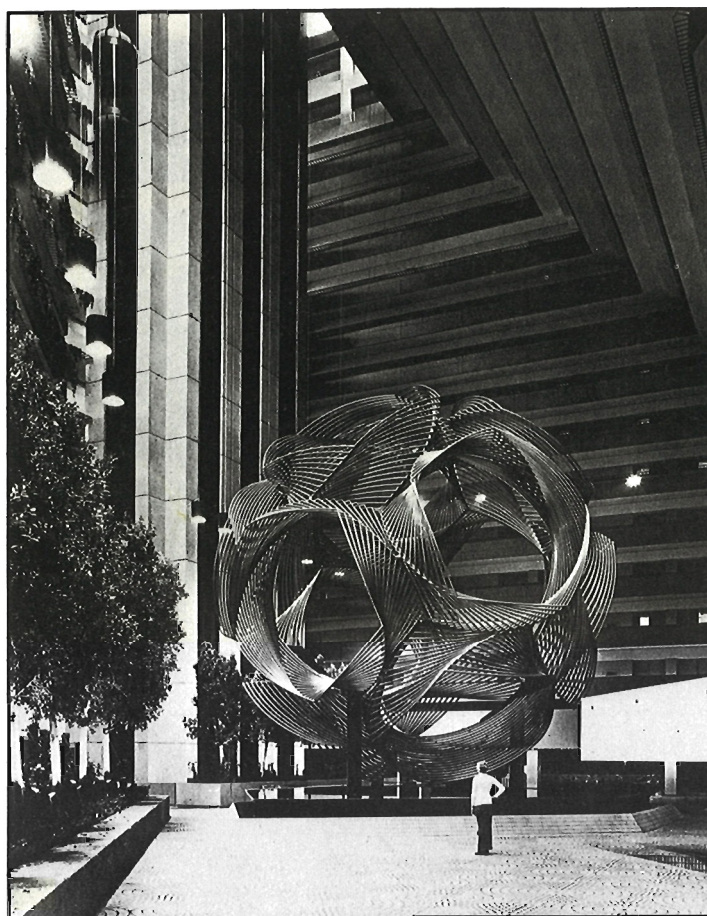
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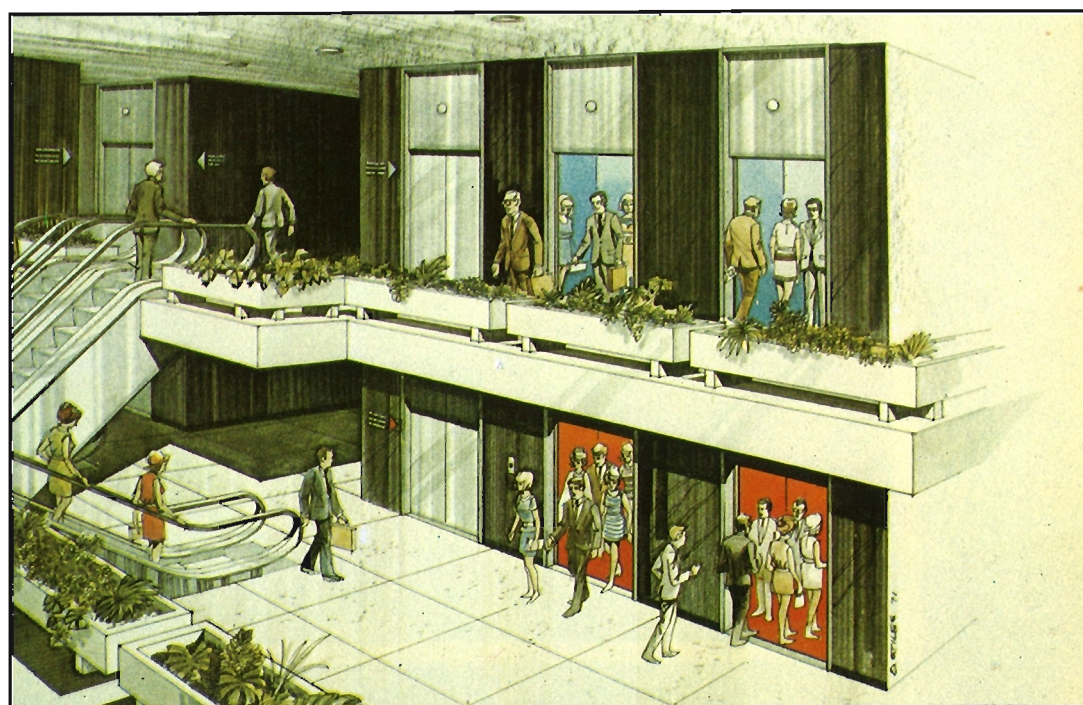
**Back cover.** Houndsditch Warehouse

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# ARCHITECTURE INTO THE EIGHTIES



*As we approach a new decade Peter Murray considers the plans architects will be making for buildings which will still be young in the 21st century*



Crystal ball-gazing is always a dangerous occupation, particularly when published "for the record", so that cynics may return to one's predictions in years to come and comment unkindly upon the guesses that went wrong.

To attempt a forecast of what might happen to commercial and industrial architecture in the 80s I looked back at some of the more avant-garde ideas that were around at the end of the sixties to see if they had actually been applied.

As a student at the Architectural Association in 1966 one of the projects I was asked to do was to redesign the *Economist* building in St. James's, London. (This was shortly after the magazine had completed the building it now occupies, magnificently designed by Alison and Peter Smithson).

My solution for the building was for a small control base in St. James's with each member of staff supplied with a communications console which would be installed in his home. This would allow him to talk via TV phones to colleagues and groups of colleagues, it would allow him to retrieve information from the central data bank and to send written and illustrated material through a copying system. In other words, he would not need to go to the office.

It seemed very far away in those days. But with the micro-processor about to change almost every aspect of our lives I can see a time, not too far ahead, when at least some kind of communications console will be in general use.

In my own job as a journalist I already use a Mufax system that sends copies of pages over the telephone lines; my printers can send finished artwork for the paper from one end of the country to the other in the same fashion. It is technically possible for me to sit at home typing this article on a machine connected



*Above left. Charles O. Perry's sculpture, Eclipse, rises 40ft into the 17-storey atrium of the Hyatt Regency Hotel in San Francisco. Left. Artist's impression of double-deck elevator system. Above right. External lifts will be a feature of the 1980s. These are wallclimbers at the Hyatt Hotel.*

to the printers so that the whole page could be laid out, corrected and printed without my moving from the chair.

Although complex communications consoles are likely to be used by only a small number of people the changes that micro-processors will bring will change the form and the quantity of our buildings. Already property developers are forecasting a drop in the amount of office

space which will be required in the 1980s.

The offices required will be smaller, more highly serviced and of a higher quality—the machines that work in them need a higher environmental quality than humans. They will be smaller, not only because of fewer office workers, but because there will be less need for centralisation. Offices will not need to be in town centres,

to be grouped with other offices or indeed to be grouped with other sections of the same company.

While the sales staff, for instance, may need to stay in towns because of the volume of person-to-person contact their business requires—and I don't think any amount of consoles will replace *that*—the clerical staff can operate from anywhere in the world. Some companies

have already taken such steps, but it is a trend that will speed-up in the 80s.

This will, of course, be strengthened by the continuing need to conserve energy and that will mean cutting back on travelling—particularly commuting. This will produce the continued growth of the smaller office building nearer centres of population in suburban areas rather than in dense city centres;

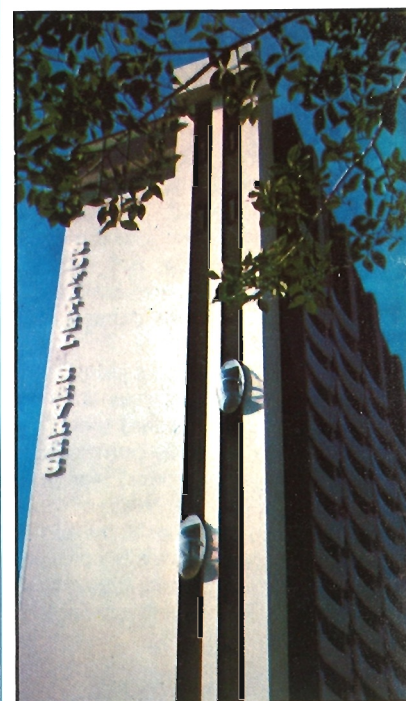
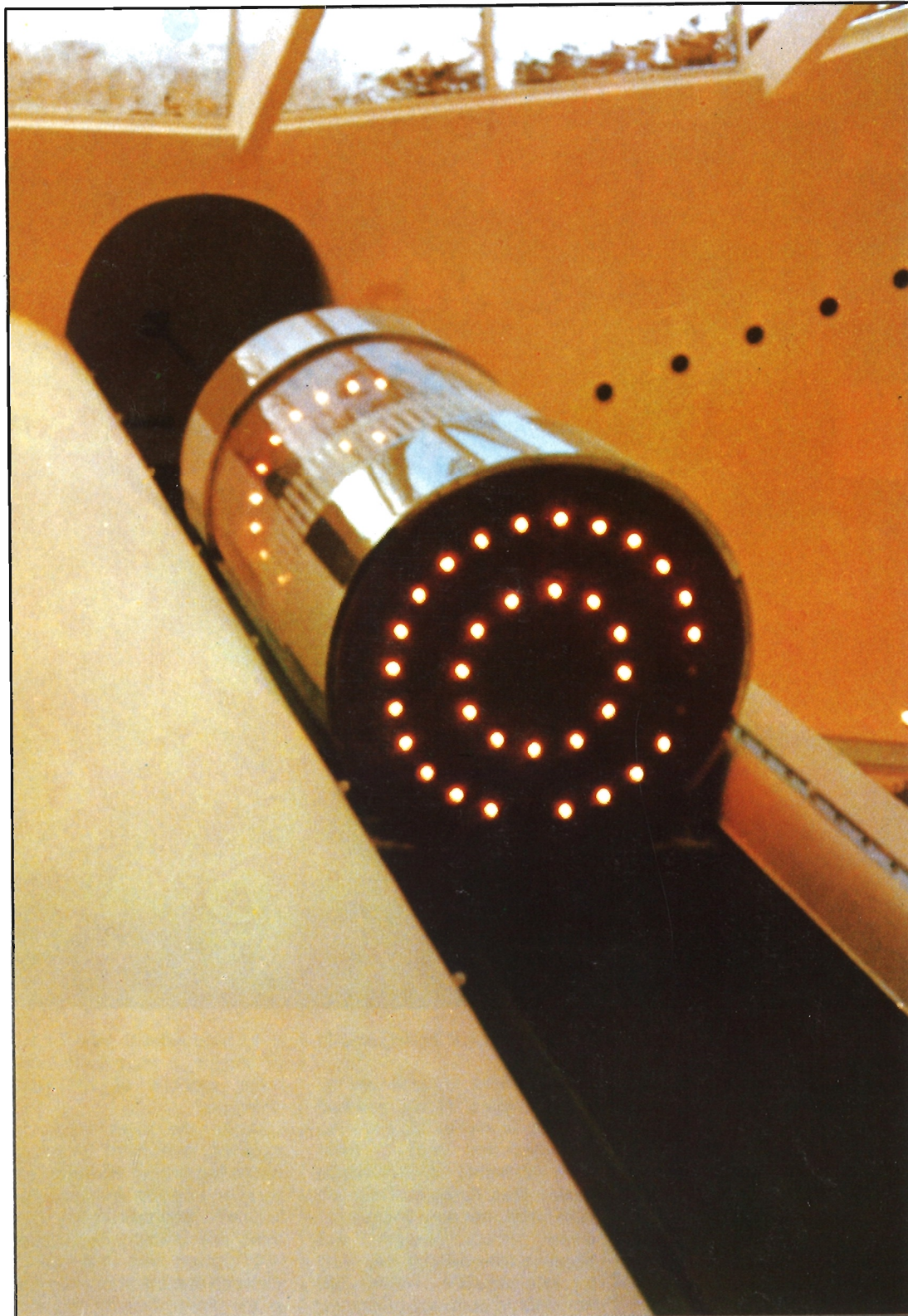
the city centres themselves hopefully becoming a better mix of residential and commercial buildings.

But companies will still need to use buildings as an outward sign of their virility and power. Head offices of the 80s may well become palaces to match the splendid commercial buildings of the 19th century.

An improvement in architectural quality is already in

evidence—this has been brought about by the joint factors of increased public concern over the quality of the environment, reflected in tighter aesthetic planning control, and by the realisation among developers that skimping on design is a very short-term gain indeed—as the number of building owners who have had completely to refurbish blocks only a few years old have found out.

*Below, left and right. Dramatic wallclimber at the Caspian Tourist Hotel and tear-drop wallclimbers at the Sofitel Seves in France as shown in close-up on our cover. Below. Refurbishment of the Royal Bank of Scotland in Lombard Street, London. Right. Artist's impression of the proposed Southwark Town Hall in London.*





One particular element of design which I believe we are going to see in many new offices and public buildings is the atrium—a large internal space which was first used to great success by the architect-developer, John Portman, in his Regency Hyatt hotels in the US.

The entrance hall of the hotel rises up the 13 or 14 storeys, creating a truly dramatic space—a drama accentuated by exposed lifts travelling up and down the sides of the vast room. It's not a new idea, it was used in the Bradbury Building in Los Angeles built in 1893, designed by George Wyman, an obscure and untrained draughtsman who based his ideas on a passage in Edward Bellamy's book, *Looking Backward*.

The book described a typical commercial building in the year 2000—"a vast hall of light, received not alone from the windows on all sides but from the dome, the point of which was a hundred feet above". Bellamy's prophesy may not be far from the truth. Ironically, after designing this magnificent building Wyman enrolled in an architectural course by mail and never did work of any significance again.

But the trend to exposing the operations of lifts is one that has taken a long time to get under way. As dynamic pieces of architecture I have never quite understood why manufacturers and architects so like to tuck lifts politely out of sight. It has been left to the more extravagant showmen of architecture in places like Las Vegas to illustrate what a working lift can add to the dramatic impact of a building.

I do like to see a building working, and one aspect of architecture I hope will not continue into the 80s is the use of reflective glass; apart from night time when the internal lights are on, such buildings present a totally expressionless face to the outside world. A busy building, with people visible and moving around, with the lifts exposed and speeding up and down, provides a much more exciting picture than the rather lifeless boxes we are so used to.

Of course, reflective glass does have energy-saving properties—an aspect which is going to come even more to the fore in the buildings of the next few years. This year's regulations affecting the thermal perform-

ance of new buildings are undoubtedly going to change the look of the environment.

Although it is probable that designers will be able to obtain waivers for their designs if they can calculate that the total insulation value of the building comes within the regulations, it is likely that many buildings are going to be built with the required 30 per cent or less glazing on the outside walls. This means the end of the curtain-walled building and may have the deleterious effect of creating a "bunker" style architecture—which is already beginning to appear—with small windows and heavy walls; hardly an improvement.

In all fields the refurbishment of old buildings will continue to be important. Although we will most probably see major new buildings, such as the much disputed town hall for Southwark going ahead, this would seem to be in the face of the changing situation.

It is more likely that inner city boroughs in the 1980s will utilise the existing buildings stock of older offices. Spread around they provide good communication with local residents while new technology will be utilised

to connect the various departments.

This is not to deny centralisation altogether. The most important British building of the 1980s is likely to be the new British Library on a site next to St. Pancras station which is now under excavation. Within its walls will be a unique collection of information which will be retrievable by the most modern technology and will be connected to similar centres all over the world.

● Peter Murray is editor of 'Building Design' and editor-publisher designate of 'RIBA Journal'.

# Small hotels are the backbone of the tourist industry

*Britain's tourist industry is booming and this season looks like breaking another record. Much of the credit must go to proprietors of small hotels who have updated facilities and services so that foreign visitors want to return.*

*John Mendes talked with Sir Henry Marking, chairman of the British Tourist Authority, about this remarkable growth business*



Sir Henry Marking has spent most of his working life in airlines. For many years he was chief executive and then chairman of British European Airways before it amalgamated with BOAC to become British Airways and he is no stranger to the travel industry. He told me:

"There has been an enormous upsurge in the country hotel and boarding house business and it is due entirely to the overseas visitor. In fact, the British are holidaying less and less in their own country and going abroad.

"Some 12 million foreign visitors come to Britain every year and the £300 million we get from them puts tourism at the top of the league in invisible earners of foreign currency.

"London is an obvious target for the first-time visitor. But last year we estimate that 60 per cent of all bed-nights were spent outside London.

"We are getting tourists to realise that there are other parts of Britain besides the capital. And if you went into the remoter parts of England, Wales and Scotland last summer you will remember the considerable number of foreign-registered cars about.

"The various regions have met the need. Food is much better, service is much better, in the small hotels which have become the backbone of the tourist industry.

"Naturally, we want tourists to come to London, because London needs them economically. It is the foreign visitor who helps keep London financially stable and not broke like New York. We simply say: 'Don't spend all your holiday in London. Get out and about and see the rest of Britain.'

"The first-timer comes to London and doesn't bring his car. When he returns for a second visit to Britain he may well drive—and the number of visitors bringing cars into the country is increasing rapidly.

"It is then that he will go out into the country because he wants to avoid motoring in the big cities. Driving in London for a foreigner, like driving in Paris for the British, can be a terrifying experience.

"Also, outside of London, the visitor discovers accommodation and food which is good and at very reasonable prices.

"In the *New York Times* recently their eminent correspondent, Mr James Reston, wrote an article about the very high prices in Europe and he quoted the cost of a room at the Connaught Hotel in London. This gave a totally misleading impression of prices both in London and in the country as a whole.

"Most of us don't stay at the Connaught. To quote the prices at one of the best and most expensive hotels in London was just as misleading as to give the air fare from New York to London in terms of Concorde.

"As I say, the foreign tourist can always find good and reasonable priced accommodation.

"The standards of accommodation, service and food in small hotels really have improved immensely. Over the last 15 years many hotel training courses have been started where a proprietor can learn professional skills.

"If you are going to run a small hotel efficiently and



Left, Sir Henry Marking. Above, Otis lift in hotel at Bristol.

Right, an Otis trade advertisement offering a range of lifts ideal for small hotels

**The Smiths usually have a climbing holiday. This year they're doing something different.**

And not surprisingly. Having had to climb flights of stairs for years, finding an Otis lift came as a welcome relief.

And not only guests will notice the difference. Both you and your staff will too.

Because nothing's worse than having to trudge up and down stairs in an hotel. Our design engineers know this only too well. After all, they go on holiday too.

Which is why they've put their heart and soul into designing a range of economy four person passenger lifts that are ideal for hotels or apartment blocks.

They started by making sure that each lift will make the best use of the limited space available. Without the need for time consuming structural work. Or the disturbance it could cause. One model, they're proud to say, can even be fitted into the unlikelyst of situations, including suitable stairwells.

They even made sure that there's a wide choice of finishes and colour schemes. Because they're convinced that you probably like your decor the way it is.

Finally, they made sure that every member of the Otis nationwide service network knows all there is to know about the range. That way you can be comforted by a lift that works the way it should do. No matter what. Their concern is only natural, we don't suppose you would want to fix a lift on your holiday either.

One way or another, contacting Otis could mean your hotel or apartment block will never be the same again. Only your guests will be.

**OTIS**  
The Otis Building, 43/59 Clapham Road, London SW9 0JZ. Tel: 01-735 9131.

profitably you have got to be a professional. Just because a chap has bought a small hotel after service in the army, and thinks he can get on with people, doesn't mean he knows about buying supplies, keeping stocks or portion control. This is the day of the professional and proprietors realise it.

"Yes, I know, we have the idea in this country that only foreigners can run hotels and restaurants. It is a London-based idea. But if you go into the country you will find a lot of young British people running hotels and restaurants and doing it very well. A country hotel is a very different scene from the West End of London."

I put to Sir Henry the fears of some people that Britain was too small to receive so many foreign visitors and that Londoners, in particular, might lose their traditional friendliness as they find they cannot get taxis, or into restaurants, theatres and cinemas during the tourist season.

He was not amused. "If it were not for overseas visitors London would not have so many taxis, restaurants, theatres and cinemas. The tourist helps to keep going all these facilities of a great city."

"Except in a very few parts of central London, in the height of the season, there is no disagreeable overcrowding. When people tell me they can't walk along the pavement in Oxford Street in July because of tourists I say: 'All right. But don't forget these people you say are crowding you off the pavement are keeping the hosiery workers of Nottingham in jobs.'"

"We reckon foreign visitors in Britain, directly or indirectly,

bring employment to about 1½ million people who otherwise would be without work.

"John Osborne, the playwright, did a piece in the London *Evening Standard* advocating that people should be rude to tourists. The then editor of the paper, Mr. Simon Jenkins, told me he was amazed by the flood of protest he got. That was in a London newspaper and I think Londoners would have supported Mr. Osborne if they thought there was serious cause."

I asked Sir Henry what it was that overseas visitors liked best about Britain.

He laughed. "They like *us*. We are very fortunate in Britain in that English is the most widely used tongue in the world, either as a first or second language. So visitors can communicate with us."

"When you go to a foreign country you can see lovely views, monuments and so on. But what sticks in your mind longest is some form of agreeable human contact."

"Foreigners can make this contact better in Britain than anywhere else in Europe. Particularly, of course, the more than 1½ million Americans who visit us every year."

"We do a regular market research survey and what visitors like most about Britain is the British people."

"You and I may find that rather surprising when we look around at our fellow men. But it would appear that the foreigner likes us better than perhaps we like each other."

**Michael Phillips,  
racing correspondent  
of 'The Times',  
introduces the Sport  
of Kings and looks  
at prospects for  
the 1979 season**

To those of us in the sport-cum-industry of horse racing the Derby is of supreme importance. It can turn an owner into a millionaire.

That is not to say that the winner of the Derby gets a million pounds there and then. He does not. Last season the actual prize was just over £100,000. The real windfall begins when the victor retires from racing to spend the rest of his days at stud.

And last year, a group of breeders that included the Queen, paid £1,600,000 for the Derby Winner, Shirley Heights, when it was time for him to meet his harem. Twelve months earlier another group shelled out 9,000,000 dollars to ensure that The Minstrel would end up in the United States. From that you will glean that racing is big business these days.

In England it is estimated that racing employs 100,000 people. In various ways it provides work for that number and gives pleasure to thousands, probably millions more. But at the same time it is more than just a business or form of employment. For all its new-found wealth in the upper echelons, it remains first and foremost a sport.

Hopefully that will be apparent to those of you who watch this year's Derby on television or on the famous Epsom Downs themselves.

But while being important, Epsom is far from being alone. It is just one of the 62 racecourses in England, Scotland and Wales that combine to stage racing on almost every weekday of the year.

Ascot is a famous racecourse where Otis has designed, provided and serviced the lifts and escalators for more than fifty years. And Ascot, which is the only racecourse in the country owned by The Crown, is arguably the finest in the land.

Just as Epsom is tied to Derby Day in the minds of many, so Ascot is inevitably linked to Royal Ascot, a festival of racing and pageantry that spans four days in the middle of June. As its name should suggest, Royal Ascot is always patronized by The Queen and other members of her family. The racing and breeding of the thoroughbred is something that The Queen and her mother have always relished and their patronage, interest and profound knowledge is something that we in the game have come to cherish.

If Ascot is the most comfortable racecourse in the country it is still not the home of racing. That honour belongs to

Newmarket, the little town in Suffolk that is surrounded by that often bleak and blasted heath. Newmarket has been the headquarters of English racing since the days of the Stuarts.

You can go through Epsom and still see nothing of horses, courses or stables, but whichever way you go through Newmarket, racing comes to mind. It boasts two quite separate racecourses, studs galore, 40 or more stables and training establishments and training grounds that cater for the needs of 2000 horses.

Newmarket is also where Messrs. Tattersalls conduct their business and they are arguably the best and most respected firm of bloodstock auctioneers in the world. Newmarket was also the original home of the Jockey Club, under whose rules racing in this country has always been conducted.

But let us take a look at the likely 1979 flat racing form.

As far as the leading personalities are concerned, there is no change at the top table. The arrangements in force for the past few seasons are still intact. That means that Messrs. Piggott, Carson, Eddery, Hide and Mercer will all be riding for trainers O'Brien, Hern, Walwyn, Brittain and Cecil this year. Their contracts are now a regular feature.

Lester Piggott, now in his 32nd season as a jockey, is once again associated with Vincent O'Brien's wealthy Irish stable. This is a source that Piggott has tapped with considerable success for more than ten years. Piggott's hopes, and those of O'Brien, of winning the 2000 Guineas at Newmarket on 5 May, are likely to rest with Junius an American - bred colt who won the Middle Park Stakes there last autumn. However well that Junius runs, though, I am still inclined to doubt whether he will be good enough to beat Tromos, who has been the favourite to win the 2000 ever since he ran away with the Dewhurst Stakes at Newmarket last October.

As things stood then, Tromos looked a ready-made winner of a classic and just the type to give his extremely able and likeable trainer, Bruce Hobbs, his first taste of success at that level. If Tromos does live up to my expectations he will also become the first horse to win an English Classic race ridden by John 'Kipper' Lynch, who enjoyed such a successful and morale-boosting winter riding in Calcutta, where he won both the local Guineas and Derby.

More Light, the horse who finished second to Tromos in last season's Dewhurst Stakes, could easily be the name that will be on many a lip at Epsom in June when the moment comes to deciding who will win the 200th running of the Derby Stakes.

More Light is by a stallion called Morston, who also won the Derby in his hey-day. Last year More Light was not fast enough to outpace Tromos over only seven furlongs, but over a mile and a half at Epsom on 6 June he ought to be a particularly hard nut to crack. The champion jockey, Willie Carson, is likely to be the man charged with the responsibility of riding More Light.

Carson has still to win the Derby, though he went within inches of doing so two years

ago on Hot Grove, who was beaten by a whisker by Piggott on The Minstrel. This year, Piggott's mount might well be Gregorian, another colt, like The Minstrel, trained by O'Brien. Gregorian won his only race in Ireland last year very easily indeed and he will be a strong public fancy if Piggott does ride him.

Legion is the number who will follow Piggott blind in the Derby of all races. and with good reason too, because he has now ridden the winner of the great race more often than anyone else in a history that spans two centuries.

Pat Eddery, who was the champion jockey for four years until Carson deposed him last season, will be riding for Peter Walwyn's

# THEY

Seven Barrows Stable again this year. Last year that big and normally very successful yard was laid low by a virus for ten weeks at the height of the summer and not surprisingly Eddery's normal flow of winners was brought to an abrupt halt.

However, I was lucky enough to watch our former champion give a vintage display of race-riding during the invitation meeting at Hong Kong in January, and having witnessed that superb performance I am quite convinced that, with better luck, Eddery should be back in the hunt for the champion jockey's title again this year.

That very successful Newmarket partnership; the one between Henry Cecil and Joe Mercer; reached new heights in 1978 and seems bound to do well again this year with what will probably be the biggest string of racehorses in the country.

However, if last year belonged to one man alone, that person was surely Greville Starkey, who brought off the Classic Epsom double on Shirley Heights and Fair Salinia. And that was not the end of things. Starkey went on to land numerous more big catches later in the season and it came as no surprise to his friends and admirers that he was acclaimed 'jockey of the year'.

Although Starkey can never even hope to enjoy a comparable season again, he still has a good chance of winning another classic this year, the 1000 Guineas, on that tough and consistent filly, Devon Ditty.

However, I feel convinced that even Devon Ditty is going to have her work cut out to beat the French filly Pitasia at Newmarket. Pitasia impressed me when I watched her win the Criterium des Pouliches at Longchamp on the same day that Alleged won the Prix de l'Arc de Triomphe last autumn.



JOE MERCER



PAT EDDERY

# RE OFF!



EDWARD HIDE



WILLIE CARSON



LESTER PIGGOTT

# Spotlight on Plymouth



Otis Magazine visits  
branch manager Don Clements

## GLORIOUS DEVON—AND

Devon's largest town was a small fishing village in the 12th century. It developed into three separate boroughs of Plymouth, Stonehouse and Devonport and it was as recently as 1914 that they amalgamated to become the City of Plymouth.

Plymouth is secure in English history. Who knows if Sir Francis Drake really completed his game of bowls on Plymouth Hoe on that famous day in 1588? But it is certainly true that he went out and defeated the Spanish Armada.

The Pilgrim Fathers left from the Barbican for the Americas in 1620. *Sea Venture* set out and founded Bermuda and Captain Cook

sailed away to discover Australia. It all started in Plymouth.

The city suffered appalling damage by air raids in the Second World War but has risen again in a successful blending of the old and the new.

Christine Hutchings knows all about that, because she joined the Otis office in April 1945 at the age of 15 to work as secretary to Ernie Smith, and is still on the staff. She told Otis Magazine:

"The office was in a private house and divided from the stores by a blue velvet curtain. I had orange boxes for filing cabinets. The field force consisted of one fitter and a mate.

"Then we moved to the third floor of the Prudential building, which itself had been badly knocked about in the blitz. But during the rebuilding of Plymouth the block had to be demolished and we took over an army Nissen hut in York Street.

"In 1954 we returned to a new Prudential building on the same site. We were the first tenants and are still there on the third floor."

That was a long time ago and there are now 21 field personnel attached to Plymouth branch. Manager is Don Clements, who also looks after all sales. He started with Otis in London in 1952 on the service side as a third hand. "I had to wait

until I was 21 the following year before I could officially be a mate," he recalls.

After being an improver and then a fitter in London he transferred to Plymouth in 1962. Although originally from Surrey, he is now a West Country man by adoption, and his 20-year-old daughter is assistant manageress of a dress shop which you can see from Don's office window in Armada Way.

The area covers the whole of Devon and Cornwall and there are over 400 units on service. Major customers are the Dingles department store group (part of the House of Fraser), Debenhams, Trust Houses Forte Hotels, Rank



# CORNWALL TOO!

International and British Home Stores. Plymouth branch also have a substantial maintenance contract with the Department of the Environment and do work for the area health authority.

But Plymouth is above all a naval town and Otis have many units in the dockyards at Devonport. There is also an enormous dry dock for frigates which will take two ships at a time. The three great gates have service towers with Otis lifts.

The privately owned Falmouth Group have a dockyard where a lot of work is done on fleet auxiliary ships. The lifts in the ships are serviced by Otis, and the work always has to

be done quickly, for the ships want to refit in a hurry and get back to sea. Another good Otis customer is the Appledore shipyard in North Devon.

The Devon and Cornwall area is, of course, a vast holiday resort in the summer months and there are many small hotels. The tourist industry these days is spending a lot of money on better facilities for visitors (see the interview with Sir Henry Marking, chairman of the British Tourist Authority, in this issue) and a considerable part of Plymouth branch work is on hotel refurbishment.

As Ken Rose says: "A lot of money is being spent by



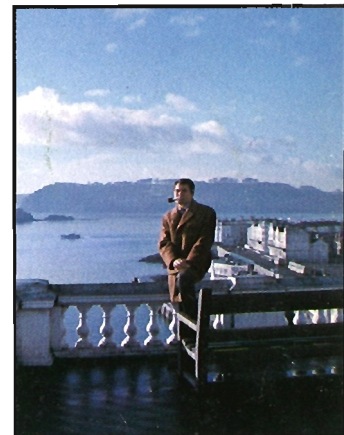
Plymouth Hoe overlooking the Sound



Modern Plymouth, rebuilt after the air raids of the Second World War



Left, delightful Sutton Harbour in the old Barbican. Above left, Ken Rose and Christine Hutchings. Above right, Don Clements



small hotels on showers, bathrooms and facilities to bring them up to date for the booming tourist trade. And that also goes for the installation of modern lifts."

But we must introduce Ken Rose. He is a south Londoner and started with Otis in 1949 as a construction mate and was made up to fitter in 1951. After 10 years he became a tester, had a supervisor's job in south London and went to Plymouth in 1974.

He is supervisor for service construction, repairs and modernisation, except that Peter Savage from Bournemouth looks after new construction in Devon.

Among the field personnel,

special mention must be made of Geoff Cleveland, resident mechanic in Exeter, and Syd Ayres, repair man at Plymouth, who are both Long Service Association members.

Plymouth branch is in a lovely part of the country. But there are disadvantages with everything. Distances are big and in the summer frustrated personnel are always being held up behind holiday-making caravans with all the time in the world.

This is Don Clement's advice: "If you want to come down to our part of the world, make it in the Spring. The weather is great and there are no traffic jams."

# Easy

*Otis introduced the escalator at the Paris Exhibition in 1900.*

*The new, moving stairways carried passengers easily, continuously and safely between two levels.*

*Department stores were among the first to recognise the potential of the escalator. It enabled them to generate densities of shoppers more easily throughout a store and customers to window-shop while they were being carried from floor to floor. Today, Otis escalators are found everywhere in department stores and shopping and exhibition centres.*

*On these pages are just a few of the escalators which Otis has recently installed. They are doing what Otis knows how to do best. They are moving people—easily, continuously and safely. And every nine days Otis moves the equivalent of the world's population.*



BRITISH HOME STORES, SHEFFIELD

LEWIS'S, LIVERPOOL



JUBILEE LINE, LONDON

DEBENHAMS, MANCHESTER



# Riders



POMPIDOU CENTRE, PARIS

BENTALLS, CHATHAM



CLYDESDALE BANK, LONDON

HOUNDSDITCH WAREHOUSE, LONDON



# The opening of Liverpool Cathedral

**GEOFF WELLS, a senior engineer in Otis' Liverpool factory, had a superb view of the great cathedral's opening in the presence of HM the Queen last year, because he was in the front row of the choir. He also sings with the Liverpool Philharmonic Choir and has 'appeared' on four LPs**

*"In my Liverpool home...  
We speak with an accent  
exceedingly rare,  
Meet under a statue  
exceedingly bare,  
If you want a cathedral  
we've got one to spare,  
In my Liverpool home!"*

So run some lines of one of the Spinners' best-known songs. Well, the accent is well-enough known, and the statue, surmounting the entrance to one of Liverpool's major departmental stores, caused something of a furore at its unveiling.

And, of course we have our two cathedrals, although it is highly unlikely that we would want to give one away! Considered by many to be architectural landmarks, they rank with the Liver Building and St George's Hall among the tourist attractions within the city, whilst at the same time they serve the vast communities of diocese and archdiocese.

The Metropolitan Cathedral-in-the-round, a double cone of reinforced concrete and many-coloured glass, was completed in 1967, celebrating its solemn opening on 14 May in that year. Built upon the site of a workhouse and bounded by the old and new buildings of the university, it possesses great beauty and tranquility. It was completed in less than five years to the design of Frederick (now Sir Frederick) Gibberd.

For over a hundred years, Liverpool's Catholic population had been trying to build a cathedral, but financial problems were ever-present, resulting in a change in the site from Everton to the City Centre, and necessitating drastic revisions of concept.

The Lady Chapel of the

Pugin's first Cathedral survives as the Church of Our Lady Immaculate in St Domingo Road. Lutyen's Crypt, modified by Adrian Gilbert Scott, was completed in 1958, at which point Archbishop Heenan announced a competition for an entirely new design. The Cathedral of Christ the King is thus the culmination of a century of effort and faith.

A little more than half a mile away, at the other end, appropriately enough, of Hope Street, stands Liverpool Cathedral—the Cathedral Church of Christ. In many ways its history has been similar to that of its neighbour. Similar in that the site was changed, and similar in that the design was changed, and that nearly 100 years elapsed between conception and completion.

The diocese was created in 1880, being carved from the ancient diocese of Chester, to serve the fast growing industrial area of Merseyside which, extending from Southport to Widnes, already contained 1,100,000 people. St John's Churchyard, by St George's Hall, was first considered as a site but eventually the authorities selected St James' Mount, thus ensuring that the cathedral would occupy a position rarely equalled in England, visible from far and near.

A design competition was won by a Florentine Gothic edifice (for the St John's site) but the affair lapsed due to a trade slump, and it was not until 1903, following another competition, that Giles Gilbert Scott was appointed joint architect (at the age of 22) with G. F. Badley. It was considered unwise for so young a man to have sole oversight of so vast an undertaking, and only on Badley's death did



Scott assume full control.

Scott's original design was for a building with three towers, totally different from that which now stands, and modifications to the plans—some radical, others gradual—have evolved almost until the time of its completion. The cathedral was constructed and consecrated in stages as far as finance (and wars) permitted—the Lady Chapel (1910), Choir and East Transept (1924), Tower and West Transept (1950) and so on until 1978, when all was at last complete. Scott died in 1960 and so never saw



*Above, view of the cathedral from Hope Street. Below, the congregation. Right, the choir. Geoff Wells is second left in the front row.*

finished the masterpiece of architecture which now stands as the great monument to his genius.

The cathedral, the fifth largest in the world, contains 104,275 square feet (more than the first three bays of the Otis Liverpool factory). It is 619 feet long, and the 331 feet-high tower is supported by the highest vaulting in the world—higher, we are told, than Nelson's Column in London. The Tower contains the highest (219 feet) and heaviest ringing peal of bells in the world.

The completion of the



cathedral—culminating the efforts and prayers of hundreds, thousands of people throughout a century, was celebrated on 25 October, 1978, in the presence of Her Majesty the Queen. Preparations for this great occasion had begun many weeks earlier. Special music was commissioned for choir, organs and brass groups. The Order of Service, involving every part of the building, was devised, and the necessary processional details arranged.

The builders were working a seven-day week to complete the West End with its great

window—1600 sq ft of beautiful glass—and on Sundays the choir sang the services to a “backing” of chisel-blows and hissing welding torches—even a transistor radio!

We choristers also had to contend with the dust and smoke of those hectic days, while at the weekly practices we were introduced to, and eventually mastered, a Song of Creation, the exciting composition written for the great day by ex-chorister John Madden. Other music was prepared, in readiness for the Thanksgiving Service and also for the great

Diocesan Eucharist three days later.

So dawned the great day, the culmination of 74 years’ prayer and labour. Many of us were there early—some to get a good seat, others to take a formal part in the service. The two brass groups, the organists, choir-master and choir donned robes or warmed-up instruments and voices.

The great bells rang out over the city to welcome the Queen as choir and clergy processed to their places. Then, while the organ played, we waited for the moment when the fanfare

resounded to announce the arrival of Her Majesty, to be welcomed and escorted to her seat by the Dean of Liverpool. All was now ready and the Service began.

During its progress the action moved from the High Altar towards the new West End, each stage separated by music. In the central space under the Tower, the Roman Catholic Archbishop of Liverpool presented a Bible to the Dean—a mark of friendship from his community. Following the sermon by the Archbishop of York (previously Bishop of Liverpool), the choir and clergy moved to the central space for the next part of the service, and then proceeded to a dais beneath the West Window, while the Queen and Archbishop followed.

There followed the formal handing-over to the Dean of the completed third bay of the Nave and its dedication by the Bishop of Liverpool—David Sheppard.

The Queen’s final act was to unveil a commemorative stone, but before this the choir, now assembled under the magnificent West Window, sang the Song of Creation, based largely on the Benedicite, which was also the basis for the design of the window towering above—“Bless the Lord, all created things: sing His praise and exalt Him for ever”.

And then it was over: the Queen departed (later she was to open Moorfields’ Underground Station and then visit Kirkby) and the vast congregation slowly departed. The lights dimmed, cameras were dismantled, music was put away—post mortems were briefly held (yes, the choir balance had been OK and the brass had coped with their passages in spite of the difficult rhythms) and we all went home or back to work.

So ended the Cathedral’s day of rejoicing—if you like the end of the beginning of perhaps 1000 years of future service and activity within its walls. Let the last word go to the architect:

“Time alone will show whether this building is the last flare-up of the Gothic revival”.

It has, and magnificently, it is.

Right, the new Coutts Bank building in the Strand, London, is a handsome addition to this famous thoroughfare. Below right, there are nine Otis lifts in all. These are the passenger lifts in the imposing reception area. Below, the Otis team with a Coutts colleague. L to R, Kevin Hackett, fitter; Arthur Smith, fitter; Sandy Ellis, Coutts Bank maintenance supervisor; Bill Lacey, supervisor; Fred Power, site foreman; Derek Wright, tester.



# Site Report

## COUTTS BANK IN THE STRAND

The name is one of the oldest in British banking. Although Coutts is now part of the ubiquitous NatWest group it still maintains its ancient traditions. The cashiers wear formal frock coats from the last century and nobody has ever been seen to run.

The original building in the Strand had a Nash facade. When Coutts decided to reconstruct, the facade had to be preserved. Anybody using Charing Cross station over the last few years knows what this entailed.

The entire facade was supported while the original building was demolished. The new building, with the original facade beautifully refurbished, is a handsome addition to the Strand. The work was carried out by good friends of Otis, Sir Robert McAlpine & Sons.

The big day for Coutts and Otis was 14 December 1978 when HM the Queen officially opened the new bank. The Otis team which installed the lifts was there, resplendent in gleaming white overalls, and a great credit to the company.

With Ron Gaywood as field engineer the construction work was supervised by Bill Lacey, who looks after the West Central area and also north-west London as far west as Uxbridge. Bill joined Otis 17 years ago as a fitter on escalators. As a supervisor he has spent a lot of time in the special contracts division and Heathrow London Airport was one of

his last big jobs before he came to Coutts.

Chargehand at Coutts was Fred Power. He started with the company in 1960 on London construction and the Tottenham Court Road YMCA was one of his big jobs. Fred lives at Bexleyheath, Kent, and has daughters of eight and 20 and a son of 10.

Fitter Arthur Smith's days with Otis go back to 1960. He lives in Essex and has daughters of 17 and 20 and a son of 22 who is an electrician.

Derek Wright, tester, began as an apprentice in 1963 and lives in Catford, south London. He is married and his wife is shortly expecting a baby. And Kevin Hackett, improver, was also waiting for news from his wife of a new arrival.

All the Otis team got to know and respect Sandy Ellis, maintenance supervisor for Coutts Bank. He told Otis Magazine:

"In the old days there was an illuminated clock on the Strand side of the building. It was one of the first in London to be electrically lit and we found the end connection during rebuilding. The clock was linked with Greenwich and also with Lloyds at Dover.

"There was also an underground river beneath the building and it is rumoured that the fish in it had not developed their eyes—but I can't vouch for that."

Coutts Bank in the Strand is now well and truly open; a reminder of a fine past and we hope an even greater future.

## FACE TO FACE

# SALES ENGINEERING DEPARTMENT

Getting it all together is the job of the sales engineering department based at Clapham Road. Manager Neville Sheldon has a staff of three and between them they can handle any query from a sales representative. If they haven't the answer themselves they know where to find out.

Neville puts it like this: "Our function is to maximise enquiries put through a sales representative and which have the potential to become orders.

"We have to consider if what has been asked for is technically correct for the building concerned, in its environment and use, and also ensure that the job will be commercially viable for Otis.

"This means having a good idea of what our competitors are providing and an even better idea of what Otis can provide all over Europe. And there are many new ideas about at the moment.

"It means a lot of liaising with the representatives, the customer, consultants and other Otis departments.

"As a company we have many departments, all extremely good at their particular function, but they are like people putting to-

gether sections of a gigantic jigsaw puzzle and don't necessarily see the overall picture.

"The sales engineering department does not have line responsibility for fitting together any of these sections but we do know what the picture should look like.

"We go out with representatives, talk to architects and consultants and local authorities. We steer people by remote control. Put it all together and we have the correct picture at the end and a satisfied customer.

"What the customer gets may not be what he *thought* he wanted at the beginning but it will be the installation which is right for his needs. And that is the way to keep satisfied customers."

Neville is a Birmingham man and started as an apprentice in his home town, moving up to become a tester, and was with Harry Pettinger when the latter was branch manager.

He moved to London, was in various departments, and became manager of sales engineering two years ago. He lives at Hornchurch in Essex and has a daughter of 10 and a son of seven.

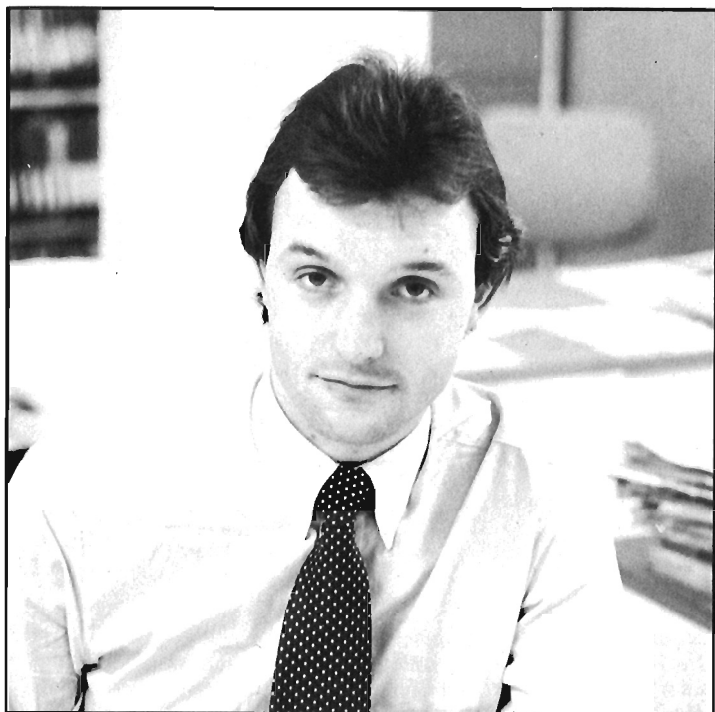
Lindsay Harvey is service sales engineer and deals with



NEVILLE SHELDON

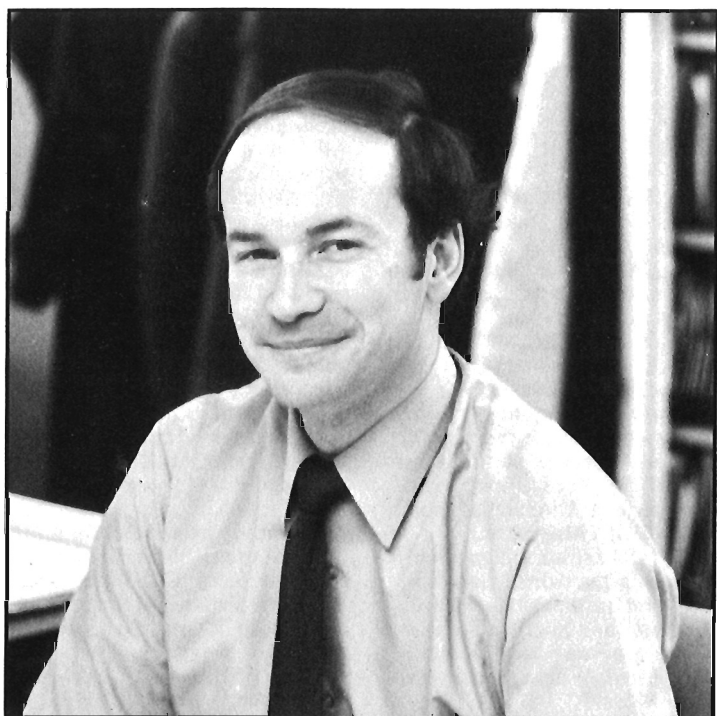
NORMAN ATKINSON





**LINDSAY HARVEY**

**DAVID COLES**



all aspects of service work on reconstruction, modernisation and upgrading of existing equipment. He is also involved with design.

He says: "We have to make sure the representative is selling the right product in the right place and that the whole job is carried out smoothly into the field stage and to completion."

He started in 1970 as an apprentice in the field in London, did a stint in the drawing office and then came into sales engineering. He is married and lives in Meopham, Kent.

David Coles has a name which is well remembered at Otis because his father, Denys, was a senior director for many years. David looks after escalators and trav-o-lators and, since the departure of a colleague, has also been a bit involved with lifts.

He says: "I get into the field to help with construction problems and enjoy that." His responsibility covers all escalators and trav-o-lators except those installed for London Transport and British Rail.

David joined the company in 1964 as an apprentice, went into the field operations department, spent a short time in the then information systems department and arrived in sales engineering in 1972. He lives at Crowborough, Sussex, and got married last September to his wife, Jennie.

In terms of service the senior man in the department is Norman Atkinson, who joined Otis in 1932. His brother, Leonard, was chief engineer and was with the company for 50 years before he retired.

Norman is architectural

products engineer and says: "My job is the promotion of these products for new and modernisation projects, to give assistance to architects and to liaise with the sales, service, construction and manufacturing departments at Otis."

His field is very wide, for an architectural product covers anything and everything that the passenger actually sees in an installation.

He has had a couple of lengthy spells in America and Canada. After many years as a draughtsman and service sales representative he took over his present position in 1959. Norman lives at Lee, and has two sons who are both chartered surveyors.

His pride and joy is the display centre at Clapham Road where architects and customers can examine his lifts with alternative designs and finishes. They are complete in every detail with opening doors, call buttons and lights, and each one is fitted out in a different architectural style.

The only thing these lifts will not do is move, because they have no shafts and no winding gear. More than one customer has stood impatiently in a car, waiting to be whisked aloft, and had to be diplomatically guided away.

The sales engineering department has a most important coordinating function internally in ensuring that all the sections of that jigsaw puzzle get put together. And externally its job, as Neville Sheldon so rightly says, is to leave the customer happy with work well done and the installation which will best suit his needs.

# NEWS



## IS THIS RICHARD WAYGOOD?

Could the photograph above be of Richard Waygood, founder of the firm of R. Waygood & Co which became Waygood-Otis in 1914?

The photo comes from Mr John Privett in Somerset. He writes:

"It belonged to my mother and 'Mr Waygood' is written on it in her handwriting.

"My mother's maiden name was Swatridge and she was born, lived and was married at Beaminster, Dorset. She died in 1950 at the age of 88 years.

"Mr Waygood may have been a friend of my mother's family. My grandmother's maiden name was Bishop."

Richard Waygood was born in 1806 in the village of Beaminster and it seems very likely that this historic picture could be of him.

## CELEBRATING THE 125th

Last year's celebrations to mark the Otis 125th anniversary were world-wide.

In Japan, a special Japanese version of "Tell Me About Elevators" was released.

Otis Belgium placed advertisements in magazines and newspapers denoting the occasion of the 125th Anniversary.

In Hong Kong, a two page

advertisement was placed in major English and Chinese newspapers, both using the theme of a double celebration: the 125th Anniversary and the award of the elevator contract for the new 52-storey Sun Hung Kai Centre.

The owners of the building offered their own congratulations to Otis in an advertisement placed in the *South China Morning Post*.

All over the world, Otis employees celebrated the first 125 years and look forward to our next big party—in 2103.

## KEEPING EVERYONE SAFE

New product from Otis is a lift maintenance barrier. It provides the standards of safety required by law during the period a lift is receiving maintenance.

The barrier is made from heavy gauge aluminium tube with aluminium hinges and a steel weldmesh 25 mm square riveted to the frame.

It fits most lift entrances up to 1200 mm (48 in) wide and is so designed that it remains fixed to the entrance during maintenance and cannot easily be pushed aside.

Security is achieved through pins located in the bottom door



track and spring-loaded pads mounted on retractable tubes bearing against the entrance head.

The barrier is a good investment for building owners, because the law is quite clear that the safety of employees and the public rests foremostly in their hands.



16th February

Dear Mrs Kemish

I would like to Thank you all very much at otis for sponsoring me in the Brain Tumour fund. My School was delighted that £97.00 was donated to the fund. You have all been very generous and I appreciate it very much.

Thank you all again

I enclose the latest Newspaper Report on the boy

Yours sincerely

Rachael Ward  
XX



Young Rachael Ward's school at Reading was helping to raise funds for a worthy cause. The money was needed to send a local boy to New York for a special brain operation.

Rachael told her mother, Valerie Ward at the Otis Reading office, and Otis people at the Reading, Bristol and London offices raised £97.00 for Rachael's school fund.

Above is Rachael's nice thank you letter to Margot Kemish in the London office.

## HELP ROY TO FIND A CHAMPION

Roy Fisher, a tester with Otis in London, is looking for another Francesco Moser or Johan De Muynck. If the names mean nothing to you then you are not a cyclist.

Moser is an Italian and De Muynck is Belgian. They are both world-class cyclists.

All over the continent cycling is a major spectator event which gets full coverage in the press and on TV. But in Britain it is very much a Cinderella sport. Roy told Otis Magazine:

"In 1982 Britain will probably be holding the world championships. But quite frankly we are a fourth-class cycling nation. Where are our own potential champions? Where is our own future Moser?"

"He is here somewhere but

we cannot spread our net wide enough to find him.

"The trouble with British cycling is that it lacks glamour. All we need is a couple of personalities of world championship class and then the youngsters would be interested and come into the sport. And we would also get better coverage in the media. Success breeds success."

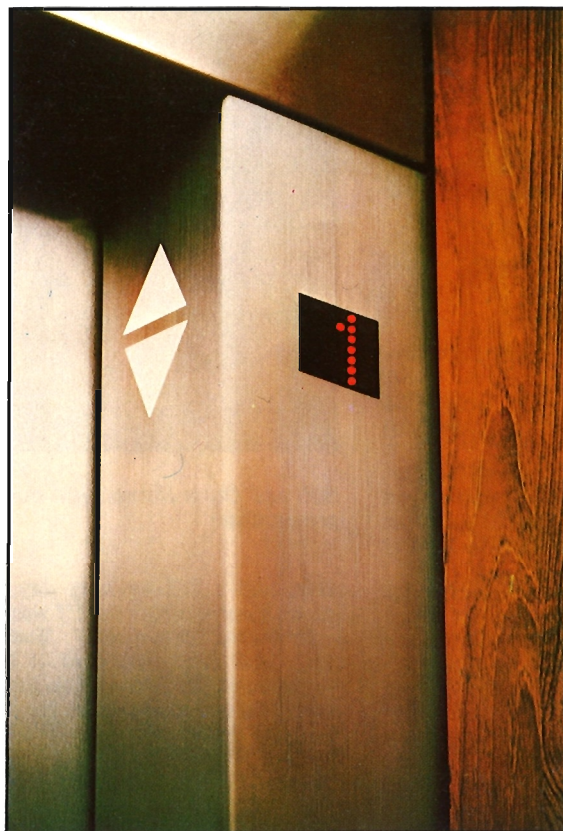
Roy has been a life-long cyclist. He modestly says: "I was never any good but I loved the sport and still do".

These days he coaches youngsters at the Old Kent Cycling Club and wants to see more take up the sport.

If you are keen on cycling, or have a son who is interested, the Old Kent CC holds club nights on Fridays at 9pm at the Franciscan Friary Social Hall, Friary Road, Peckham, London SE15—off Peckham Park Road. Or contact Roy Fisher through head office.

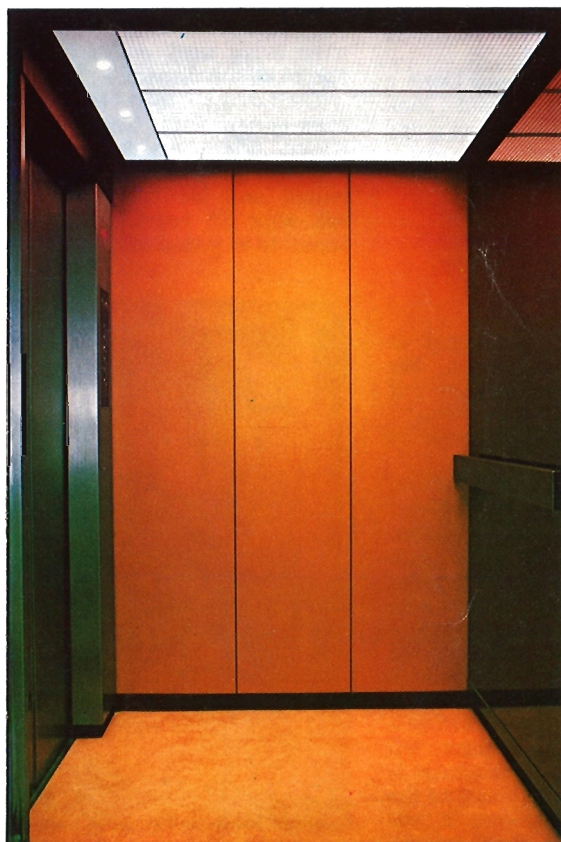
# PRODUCT PAGE

Serie SM is a new, high-quality range of lifts recently introduced by Otis. It has been specifically designed for use in hotels, hospitals and offices. A full range of finishes and options allows architects the widest possible scope in their own designs. Capacities are eight and ten persons with speeds of 1.00 m/s and 1.6 m/s



## OTIS SERIE SM

*for hotels, hospitals and offices*



# NEWS

## FAREWELL PRESENTATION FOR BOB

There was a retirement presentation by Fred Rylett in the Liverpool Social Club last January to Bob Barnes, doyen of the managers.

He joined Otis in 1946 after demob as an army captain and was among the first to come from Falmouth Road to Kirkby in 1956.

His last position was Service Centre Manager and other appointments he has held include Stores Manager, Production Manager and chairman of the Material Handling Committee.

He has served as vice-president of the Sports & Social Club, president of the Gardening Club and played an active part in the Bowling Section.

Bob had a great facility for memorising part numbers but also had a sense of humour. Sometimes when he asked about the progress of parts the numbers were fictitious!

Accompanied by his wife, Bob was presented with a radio, a cheque, cards from many old friends and a 'This Is Your Otis Life' souvenir book.

We all wish Bob and Doris a happy retirement and look forward to seeing them at many future functions.—

*Alan Blackburn.*

## LIVING IT UP ON THE QE2

Ken Callow, now based at the Southampton branch, has been with Otis since he came out of the Royal Navy in 1946. "I thought I'd try it for a couple of weeks," he says.

In those days he worked from an office just off Regents Street in the West End of London. Upstairs, and nothing to do with Otis, was apparently a hang-out of the notorious Messina vice gang which was finally cleaned-up by Scotland Yard in the 1950s. "We saw it all there," Ken recalls.

Subsequently, he worked as a fitter all over the country, but one of his happiest memories is of the four months spent on the QE2 luxury liner when it was running between Southampton and New York.

There were 24 lifts to look



*Bob and Doris Barnes with the gifts Bob received at his retirement presentation*

after, and a full working day, but with compensations. "I was a first-class passenger," Ken says, "and lived like a lord. If I had ordered 15 fillet steaks for lunch the stewards would have brought them. For the first week I ate my head off."

One of the QE2 lifts gave Ken a lot of trouble. He checked everything but could not get it to move. Finally, he discovered the cause. A fireman had fitted a portable extinguisher to the wall outside the shaft and the heavy bolt had gone right into the counterweight.

These days Ken lives with his wife at Alton, Hampshire, on a small farm which they run. But he still covers a great many miles every week on PI in the Southampton district.

The Callow family have great connections with Otis. Ken's father, Stan, served 46 years with the company before he retired and his brother, Jim, has done 32 years. A family record to be proud of.

## LIVERPOOL CHESS IS BOOMING

Otis chess team at Liverpool is now in division 5 of the Merseyside Chess League and is currently in third place after losing only 2½ points so far this season and with prospects of winning promotion to division 4.

We had a giant-killing success and knocked out teams like English Electric, and Southport, a first division team, in the Merseyside Handicapped Knock-out Tournament.

At time of writing we are drawn to meet Ormskirk, another first division team, among whose players is John Littlewood, the Lancashire champion and former British champion.

The internal Chess League has been restructured by grouping individuals according to their strength. In the 1977-8 season trophies were awarded to these

group winners:

Group D, Harry Eades (Chief Tooling Engineer); group B, Jim McMullin (Standards Setter); group A, Tony Cooney (R & D); group C and also overall league champion, Ian Forsyth (Industrial Engineering).

1977 Christmas knockout champion was Jim McMullin. The 1978 competition has overrun its time and is not yet complete.—*Alf Sherry, secretary.*

## TRIBUTE FROM FLOSSIE

Flossie Clarke of London sales fell and fractured her hip some months back and has bravely undergone four operations.

She says: "All through this ordeal I was visited in hospital and at home by my colleagues in the department and everyone at Otis has gone out of his or her way to see that I was not forgotten."

"I wish there were some way I could repay all the kindness I have received."

"It is fine people like this who help give Otis such a good name as a company."

## VENEZUELA METRO ORDER

The largest contract booked by Otis in Latin America in 1978 calls for the supply and installation of 118 escalators worth about \$10 million for Caracas, Venezuela's first subway system, now under construction.

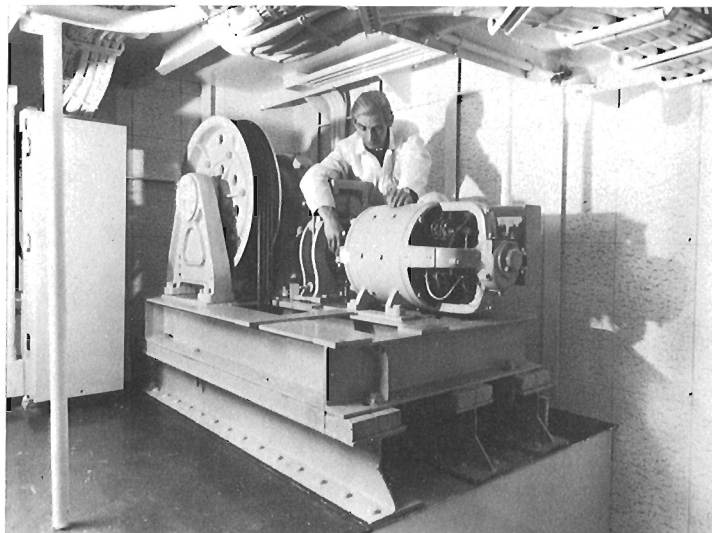
The contract also contains options for a significant number of additional units to be supplied in later phases of the system.

Since starting operations in Venezuela in 1945, Otis has installed 3,000 elevators and escalators, including elevators for the Stoney Parque Central in Caracas, the tallest twin-tower office building in Latin America.

The new subway system will serve the more than three million people of Caracas with 34 stations. When completed, it will carry over one million passengers a day.

The escalators will be manufactured and supplied by Flohr-Otis, Stadthagen, Germany.

Otis employs more than 500 people in Venezuela.



*Ken Callow at work on the QE2. He spent four months on the liner sailing between Southampton and New York*

**SEND YOUR NEWS  
TO  
BARRY WHEELER  
NOW!**

## PEOPLE MOVER IN ACTION

In North Carolina, USA, Duke University and Otis moved one step closer to completion of an automated "people mover" system with the delivery of the first of four PRT (Personal Rapid Transit) vehicles. The system will link two hospitals at the Duke Medical Centre.

The delivery by NAO's Transportation Technology Division, Denver, marked the end of the first stage of development and testing of the system, which began in 1975 with award of a contract in excess of \$5 million.

But the delivery of the air-floated vehicle also marked the beginning of a new phase of on-site testing.

The Duke "people mover" system linking two hospitals and a parking facility will serve basically as a horizontal elevator.

TTD's first vehicle was delivered to the sprawling Duke University Medical Centre by lorry after a 35-hour drive from the division's Denver base.

With careful preparations already laid, the car was hoisted through the air by crane and gently placed on the guideway. All involved breathed a sigh of relief as the vehicle's saucer-like air pads touched down.

The computer-controlled, driverless people-mover system will transport medical personnel, patients, visitors, and supplies at a speed of 25 m.p.h. over a two-lane, 1200-foot guideway 24 hours-a-day. The system is expected to transport several thousand people each day.

## SAY THANK YOU TO THE GIRLS

Letter from Brenda McKinnon in the Clapham Road typing pool:

"Nearly all departments got mentioned in your 125th anniversary issue but not the typing pool.

"We are a very happy department and would like to keep it that way. But as usual we are not thanked for our contribution. Of course, we are not 100 per cent perfect—but who is?

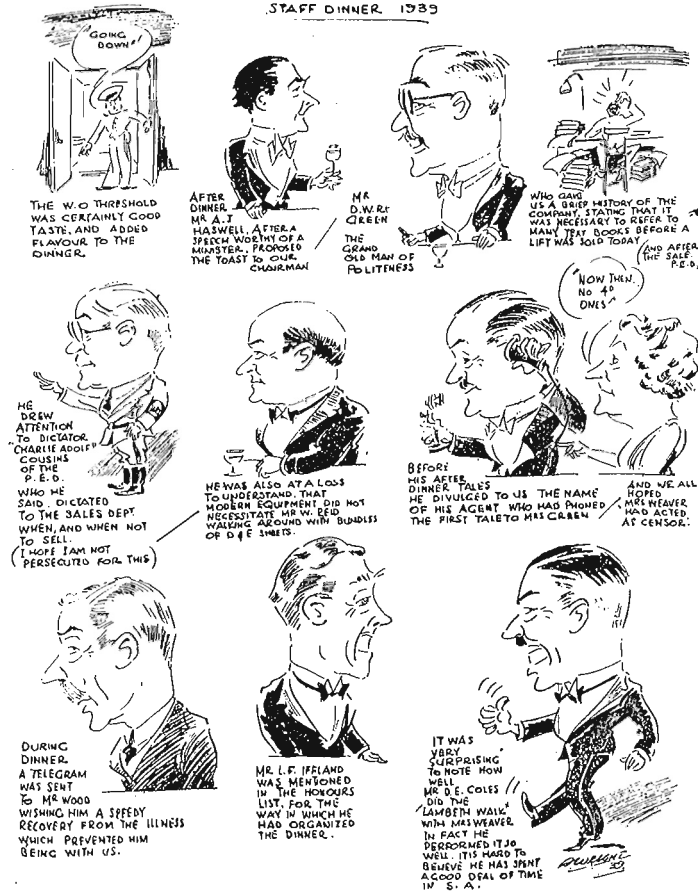
"Work done badly is always moaned about. But when the typists unscramble illegible writing or badly dictated audio work and decipher it correctly no one ever says we have done a good job.

"Come on, fellow workers. A little thanks goes a long way."

●OK, Brenda. We will feature your department in *Face To Face* in the next issue. Promise.

## THE BRASS HATS

STAFF DINNER 1939



## BERT WILL BE REMEMBERED

Another of Otis' great characters is sadly no longer with us. When Bert Wright was chief draughtsman he worked on major contracts like the Shell building on London's south bank, the Crown Jewel House

in the Tower of London, the Blackpool Tower lift—and many more.

A close colleague of many years describes Bert as: "Once met, never forgotten. A solid, down-to-earth engineer with a really fantastic sense of humour."

Bert's skill with a pen ran to more than fine draughtsman-

## 25 YEARS FOR JOHN

Frank Seymour, area service manager for Cardiff and Bristol, writes:

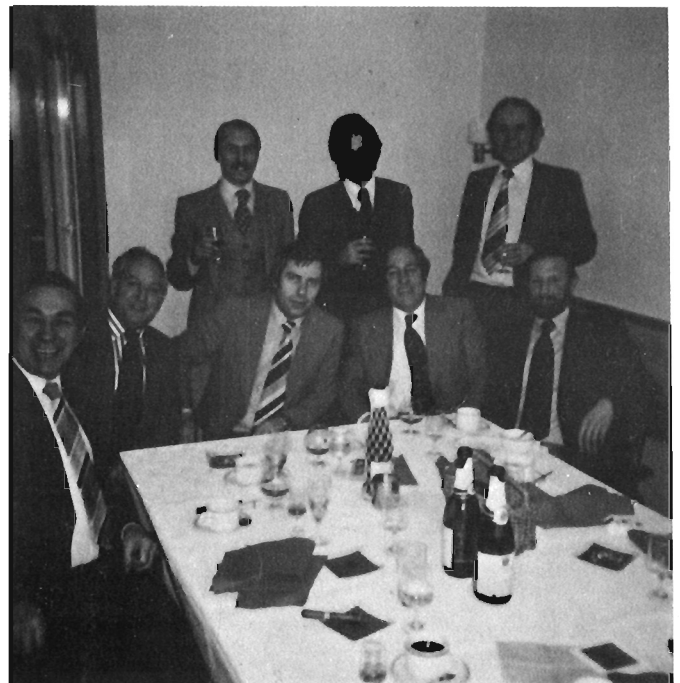
"On 1 February John Hurn, service supervisor at Cardiff, reached the 'old codgers' mark of 25 years with the company, and I had the pleasure of attending a private lunch on 5 February to present him with the traditional engraved gold watch.

"Also at the lunch were Alan Mattingly, Alan Whaley, Bob Paice, Ron Powell, Alec Goatley and Colin Oaten.

"In the evening the field staff gave a party for John. He was presented with a portable TV set from the field and office staff at Cardiff.

"Now John will be able to watch the rugby while doing his time sheets."

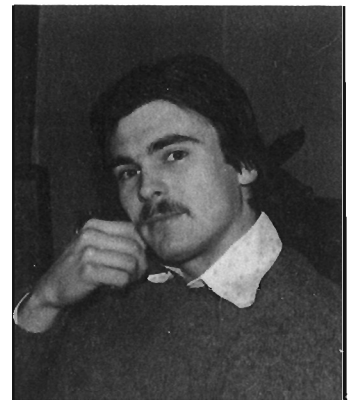
The lunch group is pictured on the right.



## NEWS

ship. He was a superb cartoonist and could dash off sketches in a matter of minutes. At one time his work was published regularly in the *Kentish Mercury*.

On the left is a series of sketches Bert did at a staff dinner back in 1939. A fascinating visual reminder of part of the company's history.



Last November Ken Bishop of R & D at the Liverpool works was presented with his BSc Hons degree in electrical engineering. He is the first at the works to progress from craft apprentice to graduate. Ken's father, who is a foreman inspector at Liverpool, was a proud onlooker.



## Hurry down to the Houndsditch!

Listeners to London's Capital Radio early this year will have heard our good customers, Houndsditch Warehouse, singing the praises of their new Otis escalators and inviting the public to take a ride to all floors. There are six 44UB-K3 escalators arranged in parallel pairs and serving

from ground to the third floor. Work started in May 1978 and the hand over was to schedule in October 1978. Throughout this period the store's business was continued without any disruption. Otis salesman was Bill Collins and the construction supervisor was Bill Bringlow.

