A Campus-to-Career Case History

His "individual training" paid off

When Ray New—Business Administration, Buffalo, ’51—started with New York Telephone Company, he never suspected his work would face him with problems of this sort—

"My job as business office manager is to see that the customer gets the best possible service. One of my assignments took me into a section of Manhattan that had a large Puerto Rican population.

"Frequently our people would get somebody on the line who couldn’t speak a word of English. So I saw to it that each of my representatives learned a few standard Spanish phrases—enough to get somebody to the telephone who could speak English.

"There are no two days alike in this work, with new problems coming up all the time. The best part of it is that the training program here is tailor-made to the job. First you get a general background in the business, then you go into what I call ‘individual training.’ That’s where your own special abilities are developed and you’re encouraged to think out new ways to solve everyday problems—like the one I just described.

"Right now I’m Business Manager in charge of an office doing $250,000 worth of business a month."