The Mueller Record

Vol. III

OCTOBER 18, 1913

No. 41

GOOD REPORTS.

Salesmen See a Material Improvement in Business Outlook.

Recently letters were addressed to all Decatur salesmen asking their opinion as to business conditions in their territory. The replies have been most gratifying. Almost without exception the reports indicate a marked revival of business. Building is looking up and a better feeling prevails among bankers, merchants, in fact in all lines the pessimism of the past is yielding to the more hopeful view.

Another encouraging sign to us is the fact that low stocks now on the shelves must be increased to meet the better trade conditions. Salesmen anticipate an improved fall trade and look hopefully to 1914 as a big year.

We feel that our salesmen have correctly interpreted the statement in their territories. It is the same sentiment which is finding a substantial growth throughout the country. Everywhere there is less pessimism, and more confidence in the future. Under such conditions business cannot fail to react from its sagging tendencies to a normal average.

While it is admittedly true that business has dragged the past six months, it is equally true that the predictions of the croakers have failed utterly of realization. In spite of every obstacle business has held fairly good and there has not been a shadow of a panic or actual scare to cause a demoralization. That in itself is a pretty good sign that business is in a healthy condition even if not so aggressive as a year ago. There has not been a notable bank or mercantile failure. Collections have been a trifle slow in some places but in others bills have been met promptly. Panicky conditions have nowhere prevailed. There has been widespread conservatism. Business men and capitalists have kept close in shore. They have played a waiting game. That has been

the whole trouble, and it was all due to an imaginary fear that changed political conditions were going to turn the country topsy-turvy. No such thing has happened. The changed political conditions have produced nothing sensational, and business men tired of hanging back through fear of a shadow, are venturing into the open.

And it's going to be clear sailing with a free wind.

Cheer up and get the orders.

YOU CAN ALL HELP.

A Little More Thought and Effort Will Do Good.

We feel that every one of our salesmen can materially increase his business if he will put a little more thought and effort into his work. We question whether all the salesmen are getting all the business they are entitled to in their territory. No salesman should feel satisfied with the order that is given him for goods needed by a customer. That is, he should not accept it as the final limit of the goods he might sell. A mere suggestion may bring an addition to the order. Men ordering seldom keep a complete list of their needs in mind. They are always overlooking goods that they need. Salesmen should make it a habit when writing up an order to run over our line of goods, and bring same to the attention of the customer. We are satisfied that this will result in many additional sales. Salesmen who call on us never fail to do this and we know by experience that they often call to our attention items that we might otherwise have overlooked.

It's a good plan and the salesman who follows it will make many additions to his orders, which would otherwise be lost.

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Along about noon every day a man puts off till next day that wonderful thing he intends to do that will make him famous.

WHAT ARE YOU DOING?

Are You Going to Let a Few Get All the Prizes.

We are in the middle of the October contest. What are you going to do about it? Are you going to sit on the curbstone and watch the procession move by or are you going to fall in line and keep step with the music? Don't you ever grow weary of watching the other fellows take down the prizes? Don't you ever feel that you would like to be one of them? If you don't you are not a "good feeler"—you are one of the "don't give a tinker's darn" class, and that class always gets off at the "don't care" station, which is not even the half way point.

The conditions of the October contest are such as to afford every salesman the opportunity to make a good showing. It is practically an open contest. The range of goods includes nearly everything. No salesman will have an advantage because one particular article happens to be in demand in his territory. The variety is so great this month it fits every territory.

This being the case, we hope to see all the salesmen ginger up and go after the business. We should like to see some of the salesmen who have been trailing all summer wake up and make a splurge. It would be quite refreshing to have some tangible evidence that they are really wide awake and interested in these contests.

There is not a single one who can't do it if he will try. More determination, more aggressiveness, more persistence and above all, a more deep seated desire to build up your record and show in the front ranks will help you turn the trick.

We all know business has not been first class this year. But what of that? It will never be any better if we stop to wail and lament the fact. The very fact that it has not been first class is the one identical reason why every one connected with the organization should be on tiptoe all the time, working every lead that promises business.

We want to tell you now that the office and factory has never put forth greater exertions than during the past few months. We had to do it—business demanded it. Extra efforts have been necessary and we have made them count—the mail orders prove it.

In the last quarter of the year we can accomplish a great deal. We can do a lot toward making the year show up stronger than it has been promising to. With conditions brightening, and confidence returning to a normal basis there is every reason to believe that we can develop a good business the last three months of the year. But we can do it in one way only—that's by hustling. Will YOU hustle?

The sales in detail are given in the subioined table.

SALESMEN 10 10 10 10 10 10 10 1	Tapping Tapping Octobood Machines	125 299 225 299 225 0 0 1081 0 100 664 0 21 0 123 378	13xtra 13xtra 25x	264 71 71 40 0 0 6 6 0 1557 4 0 22 150 6 7 7 4 18 8 8 90 79
Total Decatur 913	19	3457	1507	1013
NEW YORK— Caldwell 41 Fairfield 24 Ford 0 Haggerty 6 Hastings 155 Hennessy 0 VeCarthy 86 Powers 0 Sippell 30 Tranter 42	0 1 0 1 0 0 1 0 0 2	3886 1000 267 300 100 200 3186 11 180	90 36 0 126 0 60 156 550	9 0 0 100 24 3 156 52 258
Total New York 384	5	9130	1018	602
SAN FRANCISCO— Leary 0 Jett 0 Haas 67 Peters 6 Total S. Fran. 73	1 2 0 1 ——4	106 325 0 118 549	0 0	0000
SARNIA— Heinrichs 39 Merriam 25 Total Sarnia 64	000	18 0 18	36 66 102	0 0

September Contest.

The results of the September Contest follow:

The Winners.

Rapidac Goods—R. M. Hastings, 155.
Tapping Machines—C. H. DuBois, L. M. Cash, James Smith, tied on three each.
Gas Cocks—G. A. Caldwell, 3886.

Extra Comp. S. & W.—J. H. McCormick, 600.

Goosenecks-D. J. Mueller, 264.

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GETTING CO-OPERATION.

A Fine Example of It at San Jose, California.

Through the efforts of the San Francisco house an important action has been taken by the plumbers of San Jose, which will undoubtedly be of great benefit to us.

The plumbers there have declared for quality goods in architects' specifications, and have selected Mueller Goods as the standard. They have also established cooperative action with the architects. The following letter which they addressed to the architects is self-explanatory:

"We take pleasure in recommending a few faucets made by the Mueller Company. The goods are right in price, quality and service.

"We enclose you paniphlet with our endersement on the particular patterns especially suitable for this territory.

"As equal or better goods appear on the market with an equal or better price we will advise you of the same. The above mentioned faucets can be obtained from any San Francisco wholesale firm.

"In considering printed prices, remember that some of these are subject to a high discount. while others sell for more than the printed prices. The market price cannot be judged by the printed price."

This action does not of course entai. any chligation on the part of the architect to use our goods, but unquestionably it will have a very great influence in inducing him to do so. With the plumbers agreed on our goods as a standard of quality the architect who is unfamiliar with the technical points, cannot help but feel that he is perfectly safe in specifying them. He is bound to respect the plumbers' opinion regarding this particular branch of the building, just as the plumber would be bound to accept the architect's opinion on matters of a

purely architectural question. It may not be possible to work this plan everywhere, but it is certainly a good thing to do whenever it is possible.

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FINDING SOMEBODY TO SELL TO.

James H. Collins in the issue of the Saturday Evening Post, August 23rd, in his luminous article entitled "Finding Somebody to Sell To" makes the following statement:

"Thousands upon thousands of salesmen just cover territory. They visit the prospective customers they are told to visit, arrive on the day they were told to call and in many cases say just about what they were told to say. Selling is done chiefly to the known purchasers and against keen competition. Salesmen fairly step on one another's heels as they hurry to the door of the obvious prospect. Hardly one salesman in a hundred has the fine element of selling sense that leads him to look into new places for new customers, find fresh possibilities in his goods by new applications of the line to old customers, and organize a personal information service that will bring him selling tips.

Such planning is left to the sales manager. It is part of his job. It was that faculty that made him sales manager very likely. And yet, as he must necessarily sit in his office much of the time and plan-at a distance, and upon secondhand information, it is only natural that possibilities should be overlooked. So every salesman who can cut out his own work and cut out work for others is a prime acquisition to the selling force."

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POSITION WANTED

Mr. E. S. Joues of Houston. Texas, desires a position as general all around water works man. He is known to Mr. Fred, and Mr. Jones states that he can furnish good recommendations.

Any of our salesmen hearing of an opening will kindly advise us.

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These facts have been learned in the school of regret: You can't build a fire with the fuel all wet.

THE ANNUAL COON HUNT.

Big Time in the Woods on Night of October 4.

The annual coon hunt was pulled off Saturday night, Oct 4, under ideal conditions. The temperature was just right, the crowd in fine fettle, and the hunting ground the best we have ever visited. Not a thing occurred to mar the pleasure of the occasion.

The party was composed almost entirely of Mueller employes, only a few outsiders being present.

The hunters left the factory at 5 o'clock, traveling in 14 or 15 automobiles and drove to a point about eight miles northeast of Decatur. An advance guard had preceded

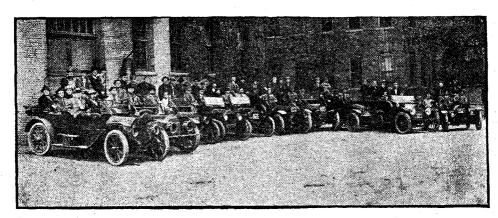
all. It was just as easy as falling over the logs in the timber.

Many of the hunters did not get home until daylight.

The committee having charge of the hunt was composed of R. L. Moore, H. H. Hunt, Jack Hinton, George Stoy and Bert Kitchen, and the success of the affair was due entirely to their individual and united efforts.

Names of Hunters.

Following are the names of most of the men who participated in the hunt: George Adams, W. Potter, Ernest Maxey, Wilkins, Terry Stoner, Harry Hunt, B. Kitchen, T. Nolan, M. Yonker, Halmbacher, Gibson, Barber, Jake Bauer, Maleska, J. Young, Brown, W. H. Hill, Bennett, Armstrong, A.



Mueller coon hunters lined up in autos ready for the start.

the main body and supper was ready when the hunters reached the grounds. It was a great spread and the hungry hunters did their duty, to a man. Speeches were made by Mr. Adolph and Mr. Robert. Likewise by Charles Hall, the office mail boy, aged about 16. Charles stands 4 ft. 8 in. in his stocking feet, and weighs about 95 pounds avoirdupois, ringside, and 210 self assurance.

After the feast the coon trailers with the trained dogs led the way through the deep woods with the crowd trooping after them. A greater part of the night was put in trailing coons, and success was fair.

The dogs caught and killed one coon and one 'possum after a lively fight with the coon.

The crowd killed three kegs. No fight at

Black, W. Crane, B. Flory, Bert Whitsitt, H. Cameron, D. Shelley, W. E. Pease, Bateson, Livingston, F. Cassell, Gus Wilmeth, Byron Kazar, M. Henderson, Black, G. Stoy, F. Peebles, W. Simpson, L. Burley, W. T. Mason, Claude Riggin, W. O. Thompson, J. Hinton, Charley Lincoln, F. Rucker, C. Auer, L. E. Rambo, A. Harry, Adolph Mueller, Robert Mueller, Ed Schlademan, W. Birchfield, I. E. Bush-Herbert Rogo, A. J. South, H. Havs. Del Talbot, Holt, Slater, Vere Brownback, Z. Melhorn, W. E. Adams, W. G. Bachman, Cecil Bohon, W. H. Cadwallader, Phil Mueller, O. W. Dawson, Dick Moore, Merle Cobb and Will Post.

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Don't be a candle when you can be an arc light in your occupation.

MUELLER TOOLS.

Dog Diamond Makes Splendid Showing on Difficult Job.

The superiority of Mueller tools has been demonstrated on a pipe cutting job at Sarnia, Ont., where Mr. Ben Gernet, of the National Water Main Cleaning Co., executed a very difficult piece of work in pipe cutting, with our dog diamond chisel D-23082.

He made three cuts in a 24-inch steel pipe, of a thickness of 5-16-inch. This pipe was so hard that it was necessary to use a very heavy sledge hammer, one man holding the tool and another using the sledge. Five men in all alternated in swinging the sledge and in this manner they were able to make the cuts on an average of 11/2 hours each. Through all this work the tool became slightly dull, but did not break at any point, but the head where struck by the sledge hammer was battered considerably, showing the hard usage to which the tool had been subjected, and demonstrating beyond question the superiority of the quality and temper of our tools. Taking into consideration that the men used for swinging the sledge were inexperienced and did not always hit the tool squarely on the head. the performance was a remarkable one.

Mr. Gernet brought this tool to the factory at Sarnia for re-sharpening, and he said that his only objection to Mueller tools was that in having them re-dressed and retempered, or both, he was never able to get same in any way like their original condition. At that, however, he considered the tools worth buying and worth a great deal more than the cost.

Mr. Gernet mentioned several instances in which one of our chisels or a dog diamond had been the means of expediting work he had on hand, where with inferior tools the work would have been held up and with the cost of labor added would have made the tools quite expensive. As a usual thing our tools stand their work far better than anything on the market and do several times the work done by other tools of a similar character.

The facts which are brought out by the use of these tools at Sarnia, by Mr. Gernet, all make valuable talking points for the salesmen.

THE SALESMAN'S CREED.

I believe in the goods I am selling, in the firm I am working for, and in my ability to get "results." I believe that honest goods can be sold to honest men by honest methods. I believe in working not waiting, in laughing not weeping, in boosting not knocking, and in the pleasure of selling goods.

I believe that a man gets what he goes after, that one order today is worth two orders tomorrow, and that no man is down and out until he has lost faith in himself. I believe in today and the work I am doing, in tomorrow and the work I hope to do, and in the sure reward which the future holds. I believe in courtesy, in kindness, in generosity, in good cheer, in friendship and honest competition. I believe there is an order somewhere for every man ready to take one. I believe I'm ready—right now.—Edwin Osgood Grover.

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SALESMEN MUST EXPLAIN.

At the last annual meeting a decision was reached which we believe all salesmen are not familiar with and consequently we want to bring it to your attention.

It is to this effect. Whenever you make a mistake in pricing goods to a customer and we make a correction upon shipping the goods it will be up to you to make the explanation. We will expect you to do this in the future.

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BULLETINS CANCELLED.

Notice is here given of the cancellation of Bulletin S. O. 418.

Bulletin SO-421 Section S, cancels Bulletin SO-418 Section M, and SO-259 Section O

Bulletin SO-58 Section S., is cancelled. Bulletins SO-408 and SO-407 are hereby cancelled.

Bulletin S-95 in Section S is hereby cancelled.

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In the Rapidac Discount Sheet the last item in reference to Mueller Bath upplies quotes coupling nuts at 16c each. This should be 16c per pair.

RECENT ORDERS

From the Jacob G. Weber Co., of Chicago, through M. T. Whitney for 12 D-11902 Self-closing basin cocks to be installed in the Tower Building at Chicago.

From N. O. Nelson Mfg. Co. of St. Louis. through E. E. Pedlow for 76 D-11904 to be installed in the Farmers' Merchants' Trust Bldg. at St. Louis.

From the Crane Co., of Chicago, for 28 pairs D-12902 to be installed in the St. Louis Country Club. Mauran & Russellare the architects.

From the J. P. Clark Co., of El Paso, Texas, through H. G. Miller for 40 No. 13 14" traps without plug, 24 pairs D-26332 and 48 Extra Self-closing basin cocks. These goods will be installed in the First National Bank building at El Paso. Texas.

From Harry L. Hansen, through P. W. Scribner for 100 D-11902; 6 of D-9440 Rapidac bath cocks, 25 of D-25301 and 6 D-25306 of the 4" size. These goods are to be installed in the Miners' Bank Building of Butte. Montana.

From the Grand Island Plumbing Co.. of Grand Island, Neb., through E. S. Stebbins for 1 D-13160 and 1 D-14401 to be installed in the Koehler Hotel of that city.

From E. Baggott & Co., of Chicago, through M. T. Whitney for 10 D-12903 to be installed in the Mallers Building of that city.

From the Standard Mfg. Co, of Pittsburg. Pa., through H. J. Harte for 90 pairs of D-12902 and 21 pairs of 5%" Colonial Compression bibbs to be installed in the Kaufman-Baer building of that city.

From the J. L. Mott Iron Works of Chicago, through M. T. Whitney, for 27 pairs of D-12903: 29 pairs D-25009: 2 pairs of D-10902; 1 pair D-8045: 4 pairs D-9035, to be installed in the Macon County Hospital at Decatur.

From Jacob Ruedo of St. Louis, through E E. Pedlow, for 24 D-6514 of 1/2" size: 6 5%" D-6502 and 12 D-12901 for installation in the Swiss Turn Building of St. Louis.

From H. R. Kilpatrick of St. Louis, through E. E. Pedlow, for 465 D-11902 to be installed in the Railway Exchange Building.

We have received an order taken by W. L. Jett for the Workingmen's Hotel

job, San Diego. Cal., consisting of the following goods: 982 only D-11902 Basin Cocks drilled \$76" O. D. Index H. & C.; 144 only 3%" D-8193 N. P. D. Tapped ½" I. P. by \$76" O. D. Index Slip to be made with cross handles; 72 only ½" D-8005-76175 N. P. Bibbs less hex. & taper shank; 72 only D-8303 Basin Cocks drilled \$76" O. D. & Indexed H. & C.; 18 only ½" D-11014 N. P. Exten. Piece. C. H. Julian of San Diego is the plumber for this job.

From the Board of Education of Olathe, Kansas, for 18 ½" D-11702, to be installed in the School for the Deaf at Olathe.

From the Cunningham Plumbing & Heating Co., of Kansas City, through L. A. Bland, 188 D-12902 to be installed in the Almeda Hotel at Kansas City.

From Maas & McAndrews Co., of Rochester, Mass., for 15 pairs of 9045 for the Kahler Hotel addition.

From William Warnholz of Kansas City, Mo. for 14 D-11902 to be installed in the Blossom House.

The New York office has received an order for 240 ½" finished, D-12002, with corrugated wheel handles. The order came from Kingston General Commission of Kingston, Jamaica. These goods will be used by the Malarial Commission of Jamaica, which is endeavoring to clean up the island and exterminate the malaria-bearing mosquitoes. The New York office with the assistance of W J. Walker of Kingston, has been successful in having the commission specify our goods. The order received is the first received on the requirements of the commission.

From C. Horner of Baltimore, through the New York office, 90 D-11902; and 90 only 34" D-8633 with D-9089 handles, to be installed in the Ponce de Leon Hotel of Roanoke, Va.

SERVICE BOXES.

A bulletin issued 10-1-12, announced the inability of the Central Foundry Co., of Anniston. Ala., to ship 2 ½" Service Boxes.

We are now advised that shipments can be made of this size service box, and Bulletin SO-280 is therefore cancelled.

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The man is happiest who succeeds in making others happy.

THE NEW WAY IN TRADE.

Until comparatively a few years ago the whole world was divided up into small and scattered communities, each one creating its own peculiar customs which by long use finally hardened into law. To go from one city to another or from one country to another was a task of some magnitude, to be approached with time and due consideration, and was accomplished with tears of parting and sad farewells. Now the business man packs his grip, takes a small trunk and boards the train for San Francisco, and in a few days he is in Hongkong. where he transacts his business with some Chinese merchant who speaks English probably more perfectly than he does himself, and takes the next steamer for home.

There are no longer any state lines, except by fiction of law. The man in Michigan has the same rights as the man in Uklahoma, and it is rapidly coming to pass under the pressure of world business that national boundaries are obliterating themselves, and that the Frenchman can do business and collect his debts with the same security in Germany as he can in France, and that the German is just as secure in his rights when he sells a bill of goods to a concern in Brazil as he is when he makes a shipment to Potsdam. A revolution in a minor republic, which would have been only a skirmish compared to the wars of yesterday, is now watched by the entire world, for constant moral influence is bent toward business security in order that men may have a chance to live better than they have lived before.

It is understood that we are all selfish. At the same time it is realized that the best sort of selfishness, the most profitable sort in the long run, is that which gives the other fellow a square deal. We are coming to understand that we, as individuals, never be safe in prosperity until every man has an equal chance to produce the best there is in him. Neither theological and ethical preaching, nor church, creed, nor dogma have brought us to a realization of the Golden Rule. The millennium, if it comes at all, will very likely come through the development of business and the constant contraction of the world to the one community, where the success of each indi-

vidual is interdependent upon the prosperity and health of the whole community. We are commencing to understand that reciprocity is an economic necessity; that no man can be hungry or sick or cold without being a moral or a physical menace to the rest of his fellows. We are beginning to realize that safety demands that we shall provide for the widowed and the fatherless, and that we shall give every individual something more than a fighting chance. In this way only shall we be able to preserve the public health and to conserve the best energies of the nations. That every man and woman should be at his best in efficiency according to his age is to the vital interest of the entire world, and to this point we firmly believe the world is slowly but surely advancing.-Office Appliances.

₽ PERSONAL.

A. W. Cash has been down in Virginia visiting relatives and friends of his early childhood. He also attended the American Gas Institute at Richmond, Va.

Mr. Philip, accompanied by Frank Schutz, was in Chicago the week of October 13th, attending the National convention of foundrymen.

SEPTEMBER QUOTA.

The September quota of the salesmen in the Decatur territory follows:

- 1. H. F. Clark.
- 2. F. L. Hays, Jr.
- 3. J. H. McCormick.

GRATEFUL PRIZE WINNERS.

We are in receipt of letters from L. A. Bland, P. W. Scribner and J. H. McCormick, three of the prize winners in the August contest, expressing their satisfaction with the result of the contest.

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The dandelion undoubtedly gets there because it's first up in the spring, last out in the fall, and on the job every minute.

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Nothing produces so many failures as the fear of failure.

MAKING A LIVING.

Some Epigrams from an Address by Elbert Hubbard.

Talk less, say more; write less, mean more; eat less, chew more.

My apology for man is that he is in process.

We are only really sane and at our best for a very short time, say for an hour or two a day.

Wisdom consists in not exceeding the speed limit. If you do this you cannot laugh, cannot work—your nerves are outside your clothes.

What we are part of the time—sometime we will be all the time.

Bees have no doctors, no lawyers, no preachers, and whether they are wise in this omission or not it would be indelicate to ask.

I do not know the difference between a criminal and an insane fan.

The leader of an orchestra is always a man who has played second fiddle.

Primitive man sneaked things, then fought: or he sneaked things and had to fight: this you call the divine right of property.

Every good merchant is attorney for his customer.

Talking on the present one-price system in business: You remember that at one time buying a pair of trousers was a matter of negotiation. You looked at the trousers and the merchant offered to give you a blue tie and a paper collar if you bought them. You told him to go to, and he told you what you could do—then you went and he collared you and brought you back again where a bargain was struck. You took the trousers and the blue necktie and the paper collar and when you got home found that he had given you another pair of trousers. That was the problem then—common law—Let The Buyer Beware.

It is no small thing to be a Man—to be a Business Man. Each man does the thing he can do best and in return for this he gets a meal ticket.

If you want a thing done, select a busy man—the other kind has not time.

To escape criticism. do nothing: say nothing: be nothing; go in your hole and pull your hole in after you.

The man who succeeds is the man who works; believes in the institution he works for.

There is only one infidel—that is the man who does not believe in himself.

A man who isn't in business for his health, doesn't have good health—and very little business.

There are no secrets in the business world. Secrets are things to give away. My brother Moose know that—they all take theirs with seltzer.

The strong men of the world are the men brought up on the farm.

We believe in a head to work, a brain to think and a heart to love.

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THE WHOLE BLOOMING THING.

A snobbish young Englishman visiting Washington's home at Mount Vernon was so patronizing as to arouse the wrath of guards and caretakers; but it remained for "Shep" Wright, an aged gardener and one of the first scouts of the confederate army, to settle the gentleman. Approaching "Shep" the Englishman said:

"Ah — er — my man, the hedge! Yes. I see, George got this hedge from dear old England."

"Reckon he did." replied "Shep." "He got this whole blooming country from dear old England."

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SECURES A POSITION.

Mr. Walter L. Watson has secured a position as superintendent of the East Chicago and Indiana Harbor Water Works Co. Mr. Watson is a good friend to our company. He is the gentleman to whom attention has been called several times in the Record as an applicant for a position.

AS ABE POTASH SAYS:

"Some people deal only in side lines, Mawruss, which if you see it a feller is carrying a stock of candy, jewelry, cutlery and groceries. Mawruss, you know right away he's a retail druggist."

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He who is a lemon must expect to get squeezed.