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SUCCESS IN RADIO SERVICE WORK

The most valuable asset of any business is GOOD WILL. And Good Will is nothing more or less than public confidence in you and your business; confidence to the point that your customers are willing and glad to recommend you and your services to acquaintances and friends.

That kind of Good Will does more to build business than all other forces combined. Three factors are involved in building Good Will for a radio service business, in gaining the confidence of your customers to the point that they will do a selling job for you. These three essentials of success are:

Technical Ability

Business Methods

Parts and Test Instruments

Technical Ability. Your technical ability is reflected in the test instruments you employ, by the appearance of your shop and work bench, and by the "kit" that you carry into customers' homes. Like the successful members of any of the professions, the radio service engineer must continually study to keep up with the times.

Business Methods. Insofar as your customers are concerned there are just two indices to your business methods: The way you handle yourself on the job and the quality of the Parts and the Test Instruments you use.

Contrast the picture of the two Service Men shown on this page. Each is about to make a call. Each is a good service man, so far as ability goes. But there the likeness ends. One has *business* written all over him. One has built his success on the foundation of fair prices for good work and highest quality parts. The other wonders why his business is slow even though he offers "cut prices" as a result of the bargain replacement parts he uses.



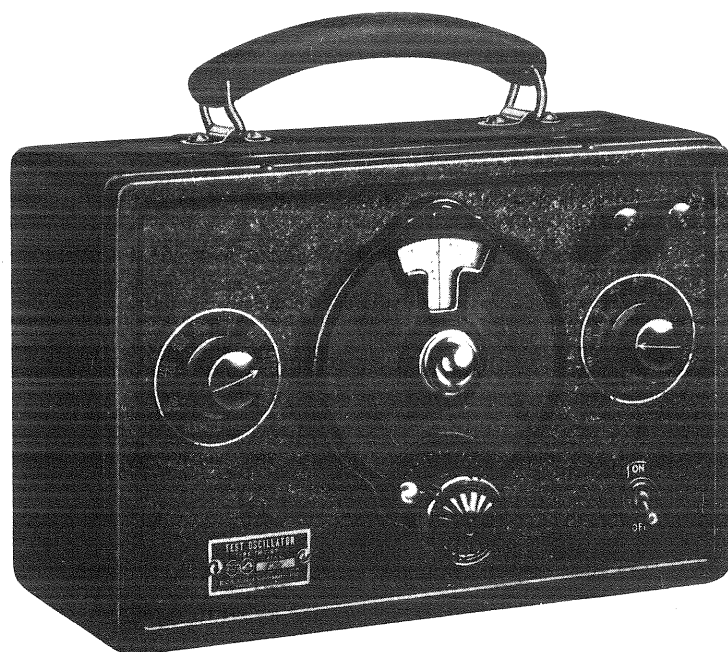
Which one would you do business with?

Parts and Test Instruments. The most tangible of the three factors essential to success in service work are the Parts and Test Instruments used. By these you are judged immediately and permanently, as the job holds up or fails to stand up.

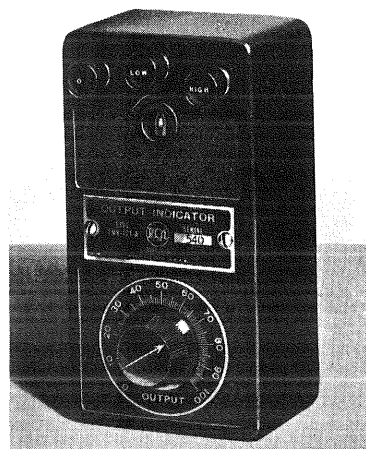
Parts and Test Instruments may be made in either one of two ways. They may be built *up* to a *standard* or *down* to a *price*. No single Part or Test Instrument can be built both ways. It must be done either one way or the other.

And in the long run Parts and Test Instruments built *down* to a *price* cost you more than those built *up* to a *standard*—cost you more in disgruntled customers, prestige and loss of *GOOD WILL*.

Quality pays. Hundreds of leading radio service engineers attribute their success to their adherence to the following pledge:



The RCA Oscillator TMV-97-B, ideal for all service work



An output indicator that does not burn out, RCA Type TMV-121-A

In our service work we pledge—

1. To use the highest quality materials.
2. To be thorough in all our work.
3. To handle your property with care.
4. To make reasonable promises and keep them.
5. To charge a fair price for our services.

BE ON THE SAFE SIDE . . . USE GENUINE FACTORY-TESTED RCA PARTS AND TEST INSTRUMENTS . . .

CHART OF FREQUENCY OR IMPEDANCE VS. INDUCTANCE AND CAPACITY

The Chart shown below provides a quick method of determining several unknown factors when one or more are known. The Chart covers a very wide range, namely, from 10 micro-henries to 100 henries inductance, 10 cycles to 50,000 kilocycles, 1 ohm to 10 megohms and 1 micro-microfarad to 10 microfarads. If, for example, one wishes to know the capacitance to use with a 10 henry inductor to have it resonate at 50 cycles, it can be readily seen that it would be a 1 mfd. capacitor. This is determined by finding the intersection of the vertical line representing 10 henries and the oblique line representing 50 cycles. The intersection occurs at the horizontal line representing 1 mfd. The other oblique line at this intersection represents the impedance at this frequency. This is approximately 3000 ohms.

