

We led the field with crew call system

A sales publication issued recently by Tele-Nova Limited of Brockley, London, has a front cover illustration of Union-Castle's *Windsor Castle*—a reminder that U-C was the first shipping company in the world to have selective radio staff location for stewards on board. Many of the latest cruise vessels have included this equipment in their specifications, following the original lead of *Windsor Castle* and *Pendennis Castle*.

Tele-Nova co-operated with U-C on the first installations, then went on to equip *SA Vaal* and to design a special system covering all cabin and public areas in Fred Olsen Line's *Blenheim*. The following description of the system was written for CLANSMAN by H. K. Spawforth of B&C's work study department.

When a passenger presses a service call button in a cabin, a small radio transmitter starts transmitting a signal, and a light signal is displayed outside the cabin and/or in the pantry. This signal, in the form of a "bleep-bleep", is picked up by a small receiver carried by a steward, and the signal is coded to indicate from which area the call originated.

On hearing a signal, the steward goes to the area indicated by the code, and determines which cabin is calling by the visible light indicator in the local pantry, or outside the cabin. When he cancels the call, either at the cabin or in the pantry, the transmitter ceases transmitting that call automatically. The transmitter is also fitted with a queuing device, so that if more than one cabin should call, when the first has been cancelled, the next in line automatically starts transmitting.

Work on this equipment began in 1967, when members of the B&C management services department (now the work study department) were engaged in work study projects into the catering departments of the passenger mail vessels. A member of the department was intrigued by the "bleep-bleep" call system being used by the night porter of a hotel where he was staying. After having the system explained to him by the porter, and later by a member of the hotel management staff, he came to the conclusion that a similar system would be advantageous on board the company's ships.

Tele-Nova Limited were contacted, and a test was instituted on *Windsor Castle* to ascertain the suitability of the equipment on board ship and to determine to what extent the screening effect of a ship's steel structure would impair the signal coverage and range. As a result of this test, Tele-Nova designed and commissioned systems, in conjunction with the technical and management services departments of B&C. The first systems were installed in the tourist class cabin area of *Pendennis Castle* in April 1968, and in *Windsor Castle* later the same year. A system incorporating the whole of the cabin area was installed in *SA Vaal* in June 1970.

Officials of Fred Olsen studied the *Pendennis Castle* example before making their decision to fit a radio staff location system in *Blenheim*, then being built on the Clyde. Other new Norwegian vessels also have the Hasler Tele-Courier HF System.

Reina del Mar
Left Southampton
November 23
for
South Africa

CRUISE SERVICE

Master	J. Cannon
Chief Officer	E. Talbot
Second Officer	S. Gieffhill
Extra Second Officer	J. Hoar
Third Officer	R. Leycock
Fourth Officer	R. Fraser
Cadet	B. Walker
Carpenter	D. Collins
Boatswain	R. Lloyd
Masters-at-Arms	L. Ferngus
	S. Hasden
	E. Perla
	H. Chesters
	D. Butler
	A. Fryer
	A. King
	P. Crotchley
	B. Rice
	W. Maitland
	G. Kennedy
	R. Atkins
	I. Tornant
	J. Donald
	D. Smithson
	D. Richardson
	J. McKee
	G. McGregor
	J. Morrison
	W. Falconer
	J. Anderson
	T. Philips
	K. Chesson
	D. Thornton
	A. Brewer
	T. Hyde
	M. Dyer
	C. Rutt
	R. Ross
	P. Shallock
	C. Brown
	K. Hanson
	J. Weston
	B. Taylor
	B. Jones
	T. Ellis
	R. Smotherman
	F. Butterfield
	H. Lindon
	J. Nelson
	S. Pooley
	H. Matthews
	J. McKeehan
	R. Smart
	P. McCauley
	G. Davies
	W. Tuck
	C. Tang
	J. Green
	A. Woodward
	A. Kickman
	C. Tyler
Chief Engineer Officer	
First Engineer Officer	
Second Engineer Officer	
Est. Second Engineer Officer	
Int. Second Engineer Officer	
Sea. Third Engineer Officer	
Intermediate Third Engineer Officer	
Int. Third Engineer Officer	
Sea. Fourth Engineer Officer	
Int. Fourth Engineer Officer	
Junior Engineer	
Chief Refrigerating Engineer Officer	
Second Electrical Engineer Officer	
Third Electrical Engineer Officer	
Fourth Electrical Engineer Officer	
Senior Mechanic	
Plumber	
E. R. Storekeeper	
Purser	
Cruise Purser	
Purser (Catering)	
Second Purser	
Second Purser (Catering)	
Third Purser	
Third Purser (Catering)	
Junior Purser	
Purserettes	
Hostess	
Children's Hostess	
Chief Barman	
Storekeeper	
Linex Steward	
First Passenger Steward	
Head Waiters	
Bandleader	
Laundryman	
Chef	
Baker	
Butcher	
Shopman	

Crew's Crew



■ "Ah, come in, Higgins: we'll soon get this pay claim of yours settled once and for all."