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ISAAC PITMAN'S

PHONOGRAPHY IN THE OFFICE

A COMPLETE

SHORTHAND CLERK'S GUIDE

BY

ALFRED KINGSTON



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22





PHONOGRAPHY IN THE OFFICE :

A COMPLETE

SHORTHAND CLERK'S GUIDE

WITH

CHAPTERS ON SPECIAL PREPARATION,

INCLUDING

BUSINESS PHRASES AND CONTRACTIONS,

LETTERS, &c.

BY ALFRED KINGSTON.

"In a very short time it will be a futile attempt on the part of any youth, however clever in other respects he may be, to gain admission to any counting-house, professional office, or large warehouse, without a practical knowledge of shorthand, and hence arises the vast importance of the art to the young and rising generation."—*Nottingham Daily Express*.

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PREFACE.

Phonography, or Phonetic Shorthand, has revolutionized the old idea which connected Shorthand exclusively with the Press, and has placed the art alongside the electric telegraph and the railway, as a necessity of modern business life. Year by year the thousands who are learning the art to qualify themselves for the office, and the situations in which Shorthand is a recommendation or a necessity, are increasing, and seem destined to increase almost indefinitely in the future. Hence the acknowledged want of a guide for the Shorthand Clerk, which would, at the same time, give in some measure the assistance of a text book of preparatory training for those seeking such a position. In the following pages both these objects have been kept in view, and the author would venture to hope that sufficient ground has been covered to make this a useful and necessary supplement to Mr Pitman's general instruction books in that large majority of cases in which the intention is to make use of Shorthand in the office and in business.

A. K.

Royston, Herts ; October, 1886.

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CONTENTS.

	PAGE.
Introduction	I
Failures, their Causes and Remedies	8
Shorthand as a Means of obtaining a Situation	15
General Qualifications	23
Applying for a Situation	31
On Entering a Situation	41
The Shorthand Clerk at Work	47
Transcribing	55
Other Duties and Opportunities	67
Writing Materials, Books and Routine	77
Special Preparation	84
Business Phrases and Contractions	87
Business Outlines	97
The Use of Figures	101
Influence of Longhand upon Shorthand	108
Aids and Hindrances	111
Sources of Error	115
Business Letters	121
General Hints—Conclusion	131

APPENDIX.

Abbreviations used in Business Correspondence	139
Abbreviations for Names and Titles, &c.	140
Modes of Addressing Persons of Rank	141

PHONOGRAPHY IN THE OFFICE.

INTRODUCTION.

IN the golden age, when classic books were written and classic tongues were heard, a good angel took Speech by the hand and promised to carry all her good deeds for her, and to show them to the sons of men for their instruction and guidance through all the clamor and the strife of the coming time. Action, a sturdy youth, fresh from fields of conquest, and ready to go forth "conquering and to conquer," stood by and heard the promise, but was destined himself to wait. Many centuries came and went, and at last a grim Giant, born of the Norsemen's gods, awoke from his slumbers, stretched his mighty limbs, and beckoned from cloud-land a fairy creature of subtle presence and unknown power. Together, they took Action by the hand and led him through the earth at redoubled speed, promising that his future should be greater and more blessed than his past, and suggested that the promise given by the good angel to his sister, Speech, might henceforth be his also.

The plain facts contained in the foregoing little allegory, when stripped of their fanciful ornament, carry us back to the days of the Roman Empire. Very soon after the commencement of the Christian Era we find Martial writing thus—

The swifter hand doth the swift words out-run ;
Before the tongue hath spoke the hand hath done.

After making due allowance for poetical license, of which, we know, a great deal was often taken by the poets of those days, it is plain that the art of writing shorthand, or rather a system of longhand abbreviations, was a well-

practised art in those early days ; and from other sources it is clear that the speeches of the old Roman orators were taken down by *notarii*, or the professed scribes of these longhand abbreviations (*notæ*). But, though Cicero could command the services of his freedman Tiro as a kind of shorthand amanuensis, there is no evidence that the merchant of ancient Rome ever commanded the services of a shorthand clerk. It was not until railways, in these modern days, had annihilated distance, and the electric telegraph had realized the words of Shakspeare and—

Put a girdle round about the earth
In forty minutes—

that shorthand began to be recognized by business men, and until recent years the shorthand clerk in an office was as much the exception as he is now becoming the rule.

Taking, therefore, with but this brief retrospect, the standpoint of the present position of shorthand, and its relationship to commerce, there are two facts which strike one very forcibly at the outset. One is the astounding rate at which the demand for shorthand in the office and in business life has increased during the last twenty years, is still increasing, and is destined perhaps to increase, beyond even the most sanguine anticipations of the inventor of the system which, by common consent, has superseded all other systems, whether ancient or modern—I mean, of course, Pitman's Phonography. The other fact is that, to some extent as a consequence of this demand, there never was a time when so many persons learned the principles of the art of shorthand as at the present, or when, one is bound to add, such a large proportion of learners failed, for the want of a little perseverance, to make the art of any real use to them in the business of life.

In the past, when shorthand writing was looked upon as something of a mystery, and when the opportunities for the exercise of the art were few and far between, the shorthand writer was almost *sui generis*. He was generally something of an expert at his craft, for the simple reason that it was a matter of business with him, and there was then practically no such thing as amateur shorthand, if one may use the term. But now, there is

no art that can be named which has been tried by so many 'prentice hands; and, considering the thousands who commence the study of the art as a means of recommending them for employment in an office, yet never reach the goal of efficiency, it is time, perhaps, in the interest of shorthand itself, that some attention should be paid to the possible effect of such failures upon the confidence of those who may be thinking of shorthand as an aid to their business, and upon the welfare of those who have been looking to a shorthand clerkship as their future calling in life.

The foregoing remarks lead naturally to the question whether a clerkship, and especially a shorthand clerkship, is such as to justify a youth in looking forward to it as his choice of occupation. Even in Sir Thomas More's *Utopia*, with all its unattainable ideals, there is one point made upon the importance of a choice of a calling in life for youth, which commends itself to our practical modern ideas. It has often been urged of late years that the labor market for clerks is altogether overstocked by the anxiety of parents and guardians to get their sons into what they consider a *genteel* occupation. There is, of course, too much truth in this, and it can hardly be denied that many a youth who would have succeeded and made a better livelihood in some technical employment, has been forced, by this false notion of what constitutes true dignity and respectability, into that increasing stream of competition for clerkships in which many must necessarily meet with disappointment. But, admitting this, it is still true that there will always be room for really competent men, and the youth who aims high has still the stimulus and hope contained in one of the utterances of, I think, Daniel Webster, who assured a young man that there was "plenty of room at the top."

The evil of the modern competition for clerkships is, that it is forced from below, where incompetence and inexperience, with the plausible aids of charitable recommendations from influential persons, and the desire to patch up a decaying gentility, often underbid applicants of better training, and thus lower both the standard of work and the standard of pay. If, however, there is still room "at the top;" room for really competent men as general clerks, it is more especially true

in the case of those possessing the additional qualification of being able to write shorthand efficiently. Indeed, the signs of the times would appear to indicate that, in the struggle for places, those possessing this advantage will, in many cases, have the preference, if other qualifications are equal, even where shorthand is not specially required.

The object of these pages, however, is not to attempt to decide the question whether there is room for an increase in the number of persons applying for clerkships, so much as to endeavor to be of some service to those who do apply for such situations where shorthand is likely to be required. It is true, no doubt, that the youth who aspires to such a position would soon learn by experience the most likely means of overcoming difficulties and rendering his services effective, but "it is better to prevent a runaway than to have to mend the harness," and it must, of course, be much better for him to learn something of what may be required of him and the difficulties he may be called upon to meet in that position, *before* he makes the trial of his powers, than to wait until experience comes, perhaps too late, to restore lost confidence.

It is not necessary here to go into the elementary principles of shorthand. When shorthand instruction books are placed within the reach of all and the learning of the art is, by their means alone, brought within the comprehension of everyone of average natural ability, it would be a pity, and would be unworthy of the spirit of the age, for a young fellow who is in other respects well qualified for the position of corresponding clerk, to find himself outstripped by the competition of the times simply because, when called upon to save his employer's time, he has no resource but to fall back upon the clumsy expedient of the past, viz., that of drafting a business letter in a kind of skeleton longhand. Such a practice has undoubtedly been often found useful in business houses in the past and there may be some excuse for the clerk who has grown old at his desk, and for whom the time has gone by for any great change in his ordinary habits of work; but to a young man entering upon such duties there is no excuse for relying upon such a make-shift for despatch. It might also be urged that the practice often has a prejudicial effect upon ordinary

writing. But the time has come when the enormous volume of our commercial correspondence can no longer be carried on satisfactorily by such means, and nothing less than the qualification to write shorthand will enable the corresponding clerk to dispose of the claims it makes upon the time of his employer, with that promptitude and despatch which are so dear to the heart of the modern business man.

To some who may aspire to the position of a shorthand clerk the question may, perhaps, arise as to the system of shorthand which is best calculated to qualify them for the post. If so, a very little inquiry indeed will be sufficient to show that the question is one which has practically been settled long since by the overwhelming voice of that popular factor, the majority. Among professional reporters for the press belonging to the "old school," there are still one or two of the old systems which linger on the stage. The systems of Taylor, and Gurney (really Mason's) are still used by a few, while here and there some obsolete system is galvanized into life by means of "improvements," giving it the semblance of a system, but reminding one of Lessing's famous antithesis that though it may contain some things which are good and some which are new, yet the good are not new and the new are not good. Experience shows, moreover, that among the younger men engaged in reporting for the press, five out of six use Pitman's Phonography, and if such is the case in that stronghold of the craft, it is not surprising that in the more modern arena of commerce, the universality of Phonography should be even more marked.

Almost the only complaint the writer has ever heard made against Phonography is that it is difficult to learn. This complaint has generally proceeded from those who have commenced its study merely out of curiosity, or from those interested in some other system; and hardly ever from the conscientious student who expects to derive a solid advantage from shorthand. Without admitting that it *is* difficult to learn, the writer would repeat the proposition generally accepted by the best authorities on the subject, viz., that the system of shorthand which is very "easy to learn," will generally be found, when put to the test, to be also limited in the range of its usefulness. Judged by the latter standard, Phonography is

unrivalled, and has made its way into the office and into the technicalities of business, because it has met a want in the commerce of the English-speaking peoples of the world. Between those clumsy *notæ* which were practised by the Romans two thousand years ago, and Pitman's Phonography, the difference is almost as great as that between the labored manuscripts of the monks and the work of the modern printing press. By the former the whole burden of the work was thrown upon the memory. The evolution of shorthand since those days has gradually shifted that burden and distributed it over certain general rules; but there still remained in the many systems which were invented in the eighteenth century, a perplexing margin for the exercise of the memory, until Mr Isaac Pitman entered the field in 1837 and set to work, framing rules and adopting and classifying signs, for placing shorthand on a strictly *scientific basis*. The co-operation of the early writers of this system was freely invited, with a view to make it as perfect as possible, and the result is that, in Phonography we have a system of writing by sound which leaves the memory comparatively unfettered and free.

The question as to the choice of a system having been thus decided almost beyond any hope of appeal, there remains the duty of pointing out how it may be best turned to account by those who are seeking to gain a position, or improve their present position, in an office, by its use. For learning the principles of Phonography and understanding it as a science the learner will find all that he requires in Mr Pitman's instruction books, the "*Phonographic Teacher*" and "*Key*," "*Manual of Phonography*," and "*Reporter*," and he has only to follow the advice there given, and "practise and persevere," to make himself master of the system as an art. After considerable experience with pupils and in the practical use of the art, the writer would venture to suggest that, although the system is one that the learner, possessing good natural abilities, may acquire without the aid of a teacher, yet, in the great majority of cases, the more satisfactory plan is to seek the assistance of a teacher—private tuition if possible—not merely from a person who has succeeded in obtaining a certificate that he possesses a knowledge of the principles of the art, because a man may *know* a thing *thoroughly*, and yet be

an indifferent teacher, but from someone who is known to have had considerable experience in the use of the art, and in teaching it. Avoid professed teachers of Phonography *by post* for a fee; and if any assistance beyond the instruction books is required, send a few exercises for gratuitous examination, and possible correction, to some member of the Phonetic Society. (See the List of the Society for the current year, or any number of the *Phonetic Journal*.) If the learner teaches himself, he will do well to obtain some special lessons in getting up speed. To many this is the most difficult part of their progress—from 50 to 100 words a minute—and many thousands have given up shorthand after reaching the speed of 40 or 50 words a minute, when a little well-directed assistance would have saved them from failure. If the teacher is one who has had professional or practical experience in the transcribing of notes, which is not always the case with teachers of shorthand, the pupil should seek to obtain some special help in this very important matter also. But, after all this has been obtained, much will depend upon the pupil himself. "Have but a love to it, and I'll warrant you" was the quaint assurance given by honest old Isaac Walton to his pupil in the gentle craft of angling, and if the shorthand pupil will only "have a love to it," his success may generally be "warranted" also, even without the aid of a teacher.

FAILURES, THEIR CAUSES AND REMEDIES.

IT has been pointed out that among the thousands of learners of Phonography, very many give it up after acquiring the ability to write about fifty words a minute; but there are also among this large army of learners other doubtful writers who do succeed in acquiring a speed of about 80 or 90 words a minute, that is, if they only test themselves with some favorite passage which has perhaps been written over and over again, and who, with very little preparation for the special requirements of business life, are hoping that this limited qualification will be sufficient to commend them to those desiring the services of a shorthand clerk, and to open the portals to an easy berth and to competence. Even if there were situations ready and waiting for every one of such aspirants, such an eagerness for commencing an untried sphere of labor upon so limited a stock of knowledge and experience, must, in many cases, lead to discredit and disappointment, if not to failure.

I know that many an aspirant to such a post has, under similar circumstances, tried to ignore his want of *thoroughness* with some such reflection as this:—“Writing from dictation in an office won't be like reporting a speaker or a lecturer; the dictator is sure not to go very fast because he will have to think of what he has to say, and, by leaving out a word or two and writing a difficult word here and there in longhand, I daresay I shall be able to pull through.” Experience in teaching shorthand to pupils who are preparing for the office shows that such a notion is too often entertained by learners in their eagerness for the novelty of the work. Like many other notions, there may be a small grain of truth in it, but one can only add that there is also such a region as a fool's paradise. But even if there were more truth in it than there is, would it be honest and

prudent to go into an office leaning upon such an uncertain crutch? When the goal is so near, and may be reached by a little extra effort, would it be worthy of the position of a young man, standing, if he ever will, on the border land of promise? The position he seeks is one that would launch him at once into the stream of his employer's interests and give him the privilege and responsibility of moulding, in some measure, the most effective agency in the business, namely, its correspondence; and, with all this accumulative stimulus to high endeavor, there is surely enough to inspire any young man with an ideal standard of excellence! If, on the other hand, all this stimulus is to be disregarded, and there is to be no higher ideal in life than to "pull through," then there is another side to the picture.

Suppose a youth succeeds in obtaining a situation as shorthand clerk, and enters an office in such a spirit. The most favorable estimate he can himself put upon his shorthand qualification is that he can write eighty words a minute, and he has never had the courage to test his speed upon anything but that "measured phonographic mile" over which he has done all his little training, and knows nothing of the peculiarities of the work which is awaiting the trial of his powers. The mere fact that he is commencing at a comparatively low rate of speed is therefore not the worst part of it. In his very first essay, it may be, the fates are against him. He is called upon to take down a letter in which there are no familiar theological phrases, or the "Mr-Chairman, ladies-and-gentlemen," to which he has accustomed himself, but a free admixture of strange terms which he has hardly ever heard before; and figures, not in the convenient round sums of "thousands," but in odd sums and, perhaps fractions, all of which it is necessary to combine rapidly with his shorthand words so as to make the meaning clear where the greatest accuracy is necessary. He will be fortunate if he is not "staggered" a little by such a surprise; and, in his endeavor to give expression to the strange terms with which he is for the first time confronted, he will either miss some important word, or, what may be worse, take down the figures inaccurately. If he finds his first attempt at serious note-taking so unsatisfactory, what can be expected of his transcript? He thus finds at the outset of his career that his fair-

-weather estimate of speed has been subjected to a rude awakening, with the natural result of weakening his own and his employer's confidence in his powers, even if nothing worse happens; and that, not because the task was in itself at all a formidable one, or that the dictation was at all rapid, but simply because the writer had neglected to provide for himself a good honest all-round test of his speed, or to accustom himself to taking down business language before entering upon his duties; and had trusted, moreover, to a very superficial knowledge of the principles of his art.

For the encouragement of the really conscientious and diligent student of Phonography, it may safely be said that such a failure as the above is not due to anything in the system of Phonography as an art, nor is the demand generally made upon the young phonographer by business correspondence likely to be too much for the writer's manual dexterity. Where such a failure does occur it is due mainly to a want of *thoroughness*. The elementary principles of the art have never been thoroughly grasped. The subject has been taken up in a spasmodic way; the phonetic principle has never been grasped, and such writers often drift into the foolish habit of testing their speed by the passage that presents the fewest difficulties!

Another cause of failure with many is that they have never really mastered the art of joining, especially by means of the \searrow *pr* and \searrow *pl* series of hooks in connection with a circle *s*, or the rules for the upward and downward *r*, and the various other expedients for convenience and facility in joining. They can never face such words as e *exclusive*, A *restraint*, A *exasperated*, U *transactions*, G *displeasure*, without a decided halt, and a good deal of floundering. The consequence is that their speed over that favorite "measured mile" to which reference has been made, dwindles down from the maximum of eighty or ninety to sixty, or even fifty, words per minute, according to the character of the passage they are called upon to write, and simply because they "cannot think of the outline," and the head cannot keep pace with the hand. To this may be added that many hurry forward to the rules for

shortening before they have thoroughly mastered the vowel system ; but until this is done it must be obvious that they can hardly expect to know where vowels may be safely omitted, or where it is necessary that a vowel should be inserted.

The above are weak points in the case of many who wish to learn something of shorthand, not from any love of the thing, but simply because *they have been told* that they would stand a much better chance in the severe competition of the age if they knew shorthand. But the competition of the age is not to be successfully faced from such a motive only. It is worth remembering that the competition of the age is already beginning to apply to shorthand writers, as well as to others, though not in the same degree, and the best men will of course get the best places. To those who commence the study and practice of Phonography in this *dilettante* spirit, therefore, the words of Carlyle, on another subject, may very well be applied :—“ You must not be surprised if the results arrived at considerably disappoint you ; and sometimes, though also sometimes not, completely deserve to do so.” In the great majority of cases the thoroughly successful shorthand writer is the one who has a genuine love of his art, and the failure is on the part of the one who never had any love of it and did not deserve to succeed.

There remains, however, one special difficulty for which even the most diligent and conscientious learner would do well to prepare himself if he wishes to make use of Phonography in the office. I refer to the difference between the ordinary practice to which he has accustomed himself, and the special characteristics of the language of business life. While the writer would give place to no one in his cordial approval and admiration of the general text-book instruction which Mr Isaac Pitman has provided for the learners of his system, he would, at the same time, in the course of these pages, base some recommendations for special practice for those who think of making use of Phonography in the office, upon two important reasons. In the first place, it would be unreasonable to expect any general system of text-book instruction to provide special methods of practice for any one particular direction in which shorthand would be likely to be used by individual students ;

and in the second place, it is, I think, undeniable that almost the only opportunities for practice available for the learner at that point when he is seeking to get up speed from sixty or seventy to one hundred words a minute, are the utterances from the platform and the pulpit; and these are almost exclusively favorable to the learner who is seeking to become a newspaper reporter, rather than to the future shorthand clerk. At any rate, such utterances have very little in common with the language of the office, the counting-house, the mart, and the Board room; with their statistics, prices current, their reversions, bills of lading, stocks, shares, and bye-laws.

The tendency of the times is to "specialize," and language has to be so moulded as to form a ready means of expressing the peculiar needs of a business or department, and any means of taking down the wants of a business should also be made readily available by practice for meeting the end in view. But while the extent to which Phonography is required in the office and in mercantile life is increasing in such a remarkable manner, there has been, as far as the writer is aware, no special or recognised method of practice put forward which will give the writer that ready habit of expression when applied to business terms, etc., which is so necessary to give him confidence in his work. The writer must not, however, be understood to mean that a system of shorthand so perfect as that of Phonography, is not absolutely capable of giving expression to every kind of technical language. Let it be at once, and freely, admitted that it is; but the point remains that the learner who wishes to make good use of his art in an office will always do well to obtain a certain amount of practice in making himself familiar with something like the special terms and phraseology which he will be called upon to write on commencing duty as a shorthand clerk. "Art is long but life is short;" or, to vary the maxim, art may be far-reaching, and apparently boundless in possibilities, but human capacity and opportunity are limited. While, then, Phonography is fitted to meet the requirements of even technical branches of commerce, it follows that the best results in any given direction will be obtained by the writer who has the most practice in, and for, that particular direction.

The remedy, then, is obviously this, that the learner who wishes to turn his Phonography to account in an office should provide himself with this special kind of practice, when getting up speed, and should especially seek to acquire a facility in rapidly and accurately combining his shorthand with figures. By a course of practice such as this, the would-be shorthand clerk may do much to take away the possible sting of humiliation arising from any such failure as that which has been described; and the strange terms to which reference has been made, instead of coming upon him as enemies in ambush, will in a great measure have already become his familiar friends. The value of such a special preparation may make all the difference between failure and success at the start, the most important time of all, when the writer has very little knowledge of the business to fall back upon. As to the directions in which such special practice may be most useful, something will be said in greater detail, and exercises given, hereafter.

This reference to failures and their causes would be hardly complete without one word on the subject of the phonetic basis of Phonography. The writer is convinced from his own experience, as well as from that of others, that a liberal course of reading in Phonography and also of phonetic printing, such as that given in the pages of the *Phonetic Journal*, at the time of learning to write Phonography, would tend very much to remove that difficulty which many learners experience in grasping the phonetic principle of Phonography. I know that many learners look upon the phonetic printing in the pages of the *Journal* as only "some new-fangled notion about English spelling," and of no particular concern for them in learning shorthand. They are, of course, perfectly entitled to their own opinion as to whether or not it is worth while to interfere with English spelling—and upon the merits of that question I would say nothing here—but the phonetic principle of Phonography is so vital to a thorough mastery of the art that the learner would do well to read this phonetic printing—all that he can get of it—even if he should not be convinced of its reasonableness.

The subject of failures has been placed thus prominently before the reader because it was thought that the peculiar demands of business upon shorthand were

such as to justify a word of warning. Inability to keep pace with a speaker by writing too deliberately on the one hand, and the risk of error in attempting to write too swiftly, or beyond his powers, on the other, are, of course, the Scylla and Charybdis of every shorthand writer, but it is more especially against the latter that the shorthand clerk needs to be on his guard. He will find that he has much less margin for modification of his notes than that enjoyed by the shorthand writer for the press. Indeed, it may be said to be of much greater importance that the shorthand clerk should aim at being *accurate* and *reliable* in what he writes, even though he may never reach a sensational rate of speed, than that he should aim simply and solely at a high rate of speed; although there is no reason why he should not endeavor to do both, and he will assuredly find his reward should he succeed in both.

SHORTHAND AS A MEANS OF OBTAINING A SITUATION.

THE story of the 'cute Yankee who wished to be "pulled out of a fever" by a contract with his doctor for so many days at so many dollars, is not one whit more absurd than the way in which some young phonographers approach the question of making use of shorthand as a means of obtaining a situation. "How soon do you think you could qualify me to take a situation as a shorthand clerk?" is the type of question which the teacher of Phonography is sometimes called upon to answer; and the only honest answer to the question, when put in this form, is, "Never—the 'qualifying' must rest with yourself, for all that the teacher can do is to help you." Again, "How long would it take me to be able to write shorthand fast enough to take a situation as a shorthand clerk?" is another form of the same kind of question, and again it is about as difficult to answer as for the doctor to contract for a given number of days within which to "pull" his patient through an attack of fever. All professions about "turning out" efficient shorthand writers within a given time—like turning out manufactured articles, all from *the same material*—remind one of Plato's dictum about equal rights for unequal people, and are comparatively worthless for the purpose of settling this point. All that can be said is that possibly some, a very few, have become efficient writers in three months, while others have been almost as many years about it, and some probably never would be able to claim that qualification. Twelve months may, however, be given as about a fair average of time in which a diligent learner, with daily practice, would become an efficient writer of 100 to 120 words a minute. The time it will take, must, in the nature of things, depend more upon the writer and his opportunities than upon his art. For the youth who trusts to

shorthand and his teacher to "do something *for* him" there is no hope as a phonographer, but to the learner who works with a will, and is determined to do something *with* his shorthand, there is always a land of promise.

Assuming that the learner has taken up the subject in earnest and has acquired a fair speed and thoroughness in the use of Phonography he must not place his sole reliance upon this as a means of obtaining the employment he desires. It is this mistake, coupled with the eagerness to obtain such employment upon a superficial knowledge of shorthand, which is, I am afraid, responsible in a great measure for that "motley" band of applicants which is ever ready to flock in from the phonographic by-ways and hedges, and to besiege an office whenever a vague advertisement which includes the word "shorthand" appears in the newspapers. The full value of Phonography as a means of obtaining a situation can, of course, be best realized by a due regard to the directions in which other qualifications would be most likely to prove useful, and the sensible student of the art who wishes to make use of it in this way, will therefore seek that kind of situation in which not only his shorthand ability but his other qualifications and experience in an office (if any) would be likely to give him the best chance of success. For the purpose of aiding him in coming to a conclusion upon this point the writer would divide the usual run of situations for shorthand clerks roughly into the following three classes:—

(1) Those situations in which a thorough efficiency and experience, with a high rate of speed in shorthand, are of the first importance.

(2) Where, in addition to a fair shorthand ability, experience gained in some special department of office work or business is an indispensable condition.

(3) Where an ordinary clerk, or a junior clerk, is wanted who can write shorthand, or, according to the stereotyped addition, "one with a knowledge of shorthand preferred."

Let the learner who has not thoroughly mastered his art take warning when he sees an advertisement like

Shorthand as a means of obtaining a Situation. 17

the following, and sit down again to his books with fresh determination, remembering that there is still "room at the top"—

WANTED, an efficient and experienced Shorthand Clerk; rapid note-taker, accurate transcriber, and good business long-hand letter writer. References must bear strictest investigation. None but competent men need apply.

Of the second class of situations to which I have referred the following is a fair sample, though the character of the special experience required will, of course, vary with the particular office or business in which the vacancy occurs:—

A SHORTHAND CLERK is required in the ——— Local Board Office. One with some experience in a similar office, and acquainted with the Orders and Regulations of the Local Government Board would be preferred. Commencing salary, £70 per annum. Apply, etc.

The candidate who does not feel quite competent to apply for the first class situation will find this second (provided he happens to possess the experience required) a very good substitute for it.

The third division is, of course, much more comprehensive than the other two, and embraces a variety which it would be impossible to classify more definitely than by saying that it ranges through all grades of clerks, or office hands, even from the errand boy, "with a knowledge of shorthand," to the regular routine-made clerk well posted up in accounts and the distinctions and "fictions" of double-entry, with perhaps French and German thrown in. It is in this division therefore that the competition is generally the keenest, the pay often the lowest, and the work not unfrequently the farthest removed from the ideal which the applicant had probably cherished on entering upon his duties. The degree of qualification required and the salary offered will also be found to vary as much as the merits of the applicants for such situations. When the first rung of the shorthand ladder is fixed as low as in the advertisement which is given below (cut from the advertising columns of a London daily paper) there is, at least, hope for every smart boy who has sixpence to

invest in a *Phonographic Teacher*, and little room for surprise that a small amount of shorthand capital should sometimes be made to go a long way :—

JUNIOR CLERK wanted for copying, shorthand, and errands ; must have been out before ; 10s. per week.

The following may perhaps be considered a fair general idea of the remuneration to be obtained and the shorthand speed required in the situations falling within the three divisions into which I have placed them :—

(1) In this class the remuneration would not be less than £2 per week, and would probably in many cases reach £3, after a time, if not at first, and the maximum shorthand speed required would be from 130 to 150 words a minute. It must not be supposed, however, that the mere ability to write at the speed here mentioned would of itself secure the situation. An employer in such a case would naturally look for a candidate who had had some experience in a similar position and in the important work of transcribing notes.

(2) In the class of situations where a special experience in some particular business or department of an office is a condition of selection, the remuneration, if for a junior, would be about 25s. or 30s. a week, with very good prospects of advancement, and a speed of from 100 to 120 words a minute would probably be found sufficient.

(3) In this very broad division, not taking into account the phenomenal errand boy above mentioned, the remuneration would commence with about £1 or 21s. a week for the junior clerk, and range up to £2 a week according to the place, the ability and trustworthiness of the clerk, and also length of service. The shorthand speed required would be from 80 to 120 words a minute.

In many cases the junior shorthand clerk might very well commence with a speed of 80 words a minute and find it sufficient, provided his knowledge of the art was thorough, and his other qualifications and general ability fairly good. In the situations falling into the first and second of the foregoing classes the duties would consist mainly of taking notes of correspondence, draft reports, etc., and in transcribing the same ; in other

words, the shorthand clerk's duties and position would answer in the main to his designation, but in the many kinds of situations falling into the third group, the usual run of a general clerk's duties would to some extent often be added, and in some cases perhaps duties for which the candidate for the situation had never bargained.

In the interests of the large number of learners of Phonography who are seeking for the first time, and by its means, to obtain situations in offices and in businesses of which they have had no opportunity of gaining experience; and considering the extent and variety of situations in which shorthand is mentioned in some form or other as a requirement or reason for preference, there is need for one word of caution, especially where applications are to be made in answer to an advertisement. Where an advertisement clearly states that a shorthand clerk is required, or contains words equivalent to that, it may, so far, be trusted to mean what it says, but in case of a large number of advertisements of a less definite character—where a “sharp lad in an office” or a “junior clerk,” or an “intelligent youth,” etc., is wanted, and somewhere among the qualifications required, there is incidentally mentioned that “a knowledge of shorthand would be a recommendation,” I think the suspicion is not an unreasonable one that, at least in some such cases, it is included in the advertisement not because the youth would be required to write shorthand at all or to any useful extent, but because the employer is shrewd enough to know that a youth who has had the mental training which a knowledge of shorthand is pretty sure to have exacted, will be one who, in colloquial phrase, “has something in him.” Either this must be true, or his ideas of shorthand must be rather crude, in expecting a shorthand writer and office boy combined! The learner of Phonography who is seeking a situation in which he hopes to make his art of real use should, therefore, especially in answering an advertisement, endeavor to satisfy himself as far as possible that he is applying for a situation in which the *use* of his shorthand is required, rather than the benefit of his shorthand training to be applied to the ordinary duties of an office.

With regard to the particular office or business in which a young phonographer should seek a situation, much will, of course, depend upon his own inclination, but more still upon the direction in which he has gained previous experience of an office, if any. For a junior clerk, a solicitor's office will afford as good a start as can be found, either for general training or for opportunities of advancement. Here, so far as correspondence is concerned—and excluding for the present the more difficult work of taking down a conversation—he may start with a lower rate of speed than in many mercantile offices, and probably a better prospect of pay. There are two reasons for this which are part and parcel of the habits of the legal profession. The one is the necessity for *caution*, which will not admit of so hurried a drafting of letters, and the other is *confidence*, which is the foundation of a legal firm's prosperity. Both these facts are in favor of the young beginner. A letter deliberately dictated will not only be easier to take down but will be much easier to transcribe, and will require less modification than would be the case in the hurry and bustle of mercantile correspondence; and, in a solicitor's office, if anywhere, experience and trustworthiness will never be lightly set aside or lightly valued. If the young phonographer begins here, however, and has had no previous office experience, he will hardly expect to jump into the full position of a shorthand clerk all at once. He will do well to work himself up in general duties, as a junior clerk, and lose no opportunity of cultivating his Phonography and in increasing his efficiency by *adapting his art to what he learns of the office*. The demand for the regular use of it will very soon arise, and he will gradually get into the position he wishes for, or qualify himself for a better one in a similar office elsewhere. It is clearly, therefore, to the advantage of a junior clerk who is already employed in a solicitor's office to make himself master of the art of Phonography, as he, at any rate, has the foundation of some office experience to build upon.

Situations in banks and insurance offices are among the more select places, but they afford much less scope for shorthand than the solicitor's office, the demand upon the shorthand clerk being in such offices limited

to the correspondence department, and as this is entrusted to an experienced hand, and as any vacancy is generally filled up by influential support, the chances for a junior to commence in them as a shorthand clerk are few and far between. In railway offices influential recommendation is also frequently brought into play. Another direction in which shorthand will occasionally be the means of procuring a really good berth, and which prospective legislation is likely to favor still more than in the past, is to be found in the various offices charged with the administration of local government, where the clerks of public bodies find shorthand almost a necessity in taking down minutes of public proceedings, and draft reports, as well as the correspondence. The learner of Phonography who happens to have gained some experience as a clerk in such offices is therefore in a fair way of being able to make good use both of his shorthand and of his experience whenever a shorthand clerkship of this kind is offered, as he would naturally have the preference over applicants who could not combine the two qualifications. Another advantage of such an appointment, and of appointments under public bodies generally, is the greater chance of a permanency. In commercial houses there are causes which may interfere with a permanency which are beyond control; such, for instance, as a bankruptcy, a dissolution of partnership, etc., but with a public body, though its members may come and go, the official staff would remain unaffected by the popular vote, and nothing but misconduct need interfere with the chances of a permanent appointment. In such a situation, too, a shorthand clerk would, as he gained general experience, probably find profitable openings for his knowledge and experience in the way of deputy's work, etc.; for one of the most certain tendencies of local government work is for new offices and emoluments created by the legislature to drift into the hands of those already engaged in similar duties, and thus in an especial sense experience becomes a capital, which may be made to pay increasing interest as time goes on.

If, however, the learner of Phonography with no previous office experience cannot find a suitable opening as a junior in a solicitor's office; if he has no influential

relative or patron to secure for him a place in banking, insurance or railway establishments; and his lack of previous experience stands in the way of his selection for a berth in local government offices, he will still have the great mercantile world to fall back upon, where the hurry and bustle of life make the saving of time by means of shorthand, in many ways, and in many places, an absolute necessity. Here the field will be much wider, but, owing to the more general absence of the demand for special experience, the number of applicants and the competition for places will be greater also, and the pay and chances of promotion not quite so good as in the other directions mentioned. But even here, diligence and perseverance are not likely to go unrewarded.

Enough has been said to show that the best point at which to make use of shorthand as a means of obtaining a situation, is when the young phonographer has had a little previous experience as a junior clerk, or at any rate a little experience of the inside of an office. He may, under exceptional circumstances, or by means of influential recommendations, be able to go straight from home or school into a shorthand clerkship, but in the great majority of cases it is otherwise, and his best plan would be to commence as junior clerk in an office, and then by making the most of his opportunities, and improving his shorthand ability during the first year, he will be in a much better position for using his shorthand as a means of obtaining a situation elsewhere, if no opportunity for its use presents itself in this, his first situation.

GENERAL QUALIFICATIONS.

IN these days no sensible student will expect to find the philosopher's stone in one lump. That was the mistake the alchemists made; and, while they were vainly endeavoring to compel the elements to give up the mystery, someone, I suppose, trod upon the magic stone and smashed it to pieces, and thus, like Hope in Pandora's Box, there remain chips of it, waiting to reward toil and to compensate misfortunes, which are to be found everywhere on life's highway. But if the art of Phonography cannot claim to be the philosopher's stone in a lump, it certainly contains a respectable chip of that long-sought treasure; and, to many a young fellow, with his heart in his work, it has proved, comparatively speaking, not a bad substitute for the real thing. The moral of the above is, that shorthand will not cover a multitude of deficiencies in other directions. If the business of a shorthand clerk was to write nothing but shorthand, or if the ability to write it was the extent of the qualifications required of him, the test of efficiency would be a comparatively simple one; but for the effective and profitable use of Phonography in an office there are collateral qualifications needed which claim our attention on account of their importance. The youth who would make a poor clerk in an office *without shorthand* must not expect to make a first-class one *with it*.

The extent and character of the general qualifications which may be necessary for a shorthand clerk will, of course, vary somewhat with the kind of situation he is called upon to fill, but at the same time there will be certain requisites common to all. If he goes solely as a shorthand clerk or shorthand writer of the first rank, he should be pretty well informed on general subjects, and especially on those having either a direct or indirect bearing upon the business or profession of his employer, and he should endeavor to be in this direction a good all-round man. If he should be engaged, as some are, in the service of a member of Parliament, or of a public

or literary man, the extent and character of his general qualifications should, of course, be high. History, general and current literature, and contemporary politics, would then come prominently within the range of his requirements, but in the case of shorthand clerks employed in business houses, or the offices of professional men, or public bodies, the general requirements will be very different. In all these cases it will be more important that the shorthand clerk should be well posted up in accounts and in the elements of book-keeping than that he should be expert in analysing and docketing for reference the inconsistent utterances of a political opponent, or have at his finger ends the various shiftings of the "balance of power" in Europe, or any passage from Gibbon, Grote, or Macaulay; or be able to give an opinion on the Letters of Junius. In addition to a knowledge of accounts he will also find a knowledge of geography very essential, especially of his own country, our colonies, and of the commercial centres in, and trade routes to, the various foreign countries with which this country has commercial relations. Wherever a sufficient number of men can be found, in any part of the world, to make a market, there an Englishman may generally be found ready to sell them something or to buy whatever they may have to offer which his country requires, and it should be one of the first duties of a shorthand clerk employed in a mercantile house to find out as much as possible of those particular countries with which his house has transactions.

Coming to the case of the young phonographer who is seeking a shorthand clerkship for the first time, or who has had but little experience in an office, there are certain qualifications of a more elementary kind which are in danger of being overlooked owing to their very familiarity, and their importance being very much underestimated. It is a significant fact, and an instructive commentary upon certain stages of our educational system, that, in the case of very many youths who have been well brought up, and considered to be fairly well educated, the weakest part of their qualifications for a clerkship is often to be found in what may be called the rudimentary parts of an education. The teaching of plain English subjects is too much neglected even in

many of our schools which profess to educate youth for commercial and business life, and the reason is not far to seek. To spell correctly, to write a good longhand, to make good, square, readable figures, or to write in a straight line across a piece of unruled paper, are such ordinary, every-day, taken-for-granted trifles to show for that rather formidable bill, with its elastic margin for "extras," which is sent in at the end of a "term," that the temptation to look more to what are considered "telling" subjects is too great to be resisted by the majority of those responsible for a school curriculum which claims to be above the status of an elementary school. The consequence is that in such schools there is no thorough grounding in the rudiments of English, corresponding with that enforced in elementary schools, a fact which in a great measure accounts for so many of the cleverer boys from the Board Schools and the Elementary Schools of the country securing the place on the first rung of the clerks' ladder with very good prospects of rising, simply because their qualifications are substantial and useful.

To the phonographer who is seeking a situation as a shorthand clerk, good longhand writing and "orthodox" spelling are of the first importance, and yet many a youth on leaving school finds that it is upon just these two points that he is the weakest. No amount of shorthand ability will make up for an indifferent longhand. It is this part of the shorthand clerk's work which will come under the eye of an employer and his customers or clients, and it is this which will reflect credit or discredit upon the clerk and upon the office from which it proceeds. There are many stories in circulation of men of some eminence in public life writing such a wretchedly bad hand as to be unable to read their own writing. For the truthfulness of one or two such stories the writer can vouch. But such instances have not often proceeded from men of business training and habits. If, however, an employer should be guilty of writing "bad copy" himself, he will not be likely to tolerate the same thing in the clerk who conducts his correspondence.

If the would-be shorthand clerk writes a faulty style of longhand—irregular, loose, and wanting in finish—if he writes "a bad hand," he may do much to improve

it and make it passable by selecting some definite and effective form of those capital letters which vary most in different styles of longhand, and having hit upon the form which suits his hand best, to stick to it. The effect of a good style of capital letters in improving an otherwise indifferent longhand is very great. Among the capitals which admit of the greatest modification and the most effective service in this respect, the letter D occupies the first place, both on its merits and because it often has the place of honor in business correspondence, in the familiar greeting "Dear Sir," etc. For the last named reason the letter S should be the next to receive attention. Other capitals worth a little attention of this kind are Y (in "Yours truly," etc.), C, G, E, R, T, M, and W. The same remarks also apply to certain characteristic small letters in the alphabet which admit of variation in different styles of longhand. The most useful letters to experiment upon in this way are the letters *r* (which is written in two distinct ways, *r* being preferable to *ℓ*), *s*, *g*, *p*, *y*, *w*, *c*, *d*. These may appear at first sight to be trifling details, but the writer has known cases in which a little drilling upon the best available forms of the capital and small letters has worked a complete transformation in a loose, ill-informed, and characterless longhand. In this connection, and for the general purposes of acquiring a good style of longhand, it is of the greatest importance that good models should be obtained to work upon, and, at least to the junior who is already installed in an office, there are frequent opportunities for selecting these from the various styles in the business letters which will come under his notice. The little book in Messrs Pitman and Sons' catalogue entitled "Papers on Penmanship" is recommended to those who aspire to a clerkship and wish to improve their longhand.

With many youths there is, at the commencement of office work, a stiffness and labored appearance in their writing which cannot too soon be got rid of. Business men generally despise flourishes and ornament in writing and these should on no account be attempted. The writer should also avoid writing with a backward slope. An upright or angular style is also objectionable. A

good open and fairly round hand, with sufficient freedom in it to be called flowing, and formed without frequently lifting the pen, is the style which will most readily commend itself to business men with whom the primary test is that the writing should be sufficiently clear to be easily read. If the writer possesses anything like this in his own hand writing as a foundation to work upon, all that he will require will be to develop the "flowing" characteristic just mentioned, and he can leave the plan of improvement which has been suggested, excepting perhaps the hints on capital letters, to the more unfortunate scribe who comes direct from school to the office with the effect of sundry "impositions" clearly traceable in his slovenly penmanship.

Our English way of spelling is such an admirable contrivance for "plucking" that, when educated Englishmen and women are not always quite perfect in this so-called elementary branch of education, it is not surprising that a youth should sometimes fail in this respect when he first enters an office, yet the difficulty must be faced if he would fill the situation of a shorthand clerk. An ill-spelled ungrammatical letter is not the price a business man would care to pay for the privilege of having his wishes taken down in shorthand. A clerk may be otherwise qualified for general office work, but unless he can *spell*, he is absolutely out of place in correspondence. The reason why a proof-reader, or an old hand at the composing "stick," can spell well is that he has had plenty of practice, and so there is left only the application of the golden rule—"practise and persevere."

There are, however, pitfalls in the spelling of certain common words which frequently turn up in business correspondence, against which a word of warning may be given. Care should be taken, for instance, to distinguish between the correct spelling of such similar words as *principle* (noun) and *principal* (adjective), *style* and *stile*, *has* and *as*, *to* and *too*, *there* and *their*, *than* and *then*, *advice* and *advise*, *practice* (noun) and *practise* (verb), *except* and *accept*, *president* and *precedent*. The transposition of the letters *i* and *e* in certain words with similar vowel sounds as in *believe* and *receive*, *relief* and *receipt* should be carefully

noticed. The cases in which the letter *e* should be omitted or inserted in the middle of certain words, and the cases in which a consonant should be doubled or remain single, are often perplexing, as in the following : abridge and abridgment, judge and judgment, acknowledge and acknowledgement, manage and management, argue and argument, accede and succeed, proceeding and preceding, annul and annulled, benefit and benefited, fulfil and fulfilled, parallel and paralleled, permit and permitted, profit and profited. The following are other words containing distinctions in spelling which are important : affect and effect, indispensable and possible, observance and correspondence, consistence and resistance, serviceable and unmistakable, stationery (paper, etc.) and stationary (fixed), canvas and canvass (to solicit), check and cheque, council (a meeting) and counsel (advice).

It has been shown that the shorthand clerk's qualifications should be substantial and useful even though they may be lacking in elegance and culture, but there is no reason why they should not embody a little of both characteristics. He *may* be familiar with something of Euclid, but he *must* be quick at accounts and make plain figures which will pass muster with a business man ; he *may* be versed in circles, tangents and curves, but he *must* be able to write in a perfectly straight line across unruled paper ; he *may* be able to find his way through the maze of Latin " verb endings," but he *must* be able to distinguish between two common English words pronounced alike but spelled differently ; he *may* know something of general literature, politics, and of the rise and fall of ancient civilizations, but he *must* (if engaged in a business house) know something of modern geography, in its commercial aspect, and modern civilization, having regard to the production and distribution of wealth, more especially of that of his own country and of those countries with which it has commercial transactions. Finally, he *may* know something about ringing the changes on *tupto* and *amo*, though a little knowledge of German, Spanish, French, or Italian, would be of much more value to him than Greek and Latin, but he *must* know the grammatical construction of the English language. But here again in many of

what are known as middle-class schools it is the English grammar which often comes in for the "scamping." Familiarity with the usages of English grammar in its main features of every-day observance, is, however, an indispensable condition of success for a shorthand clerk. It is true, of course, that he is guided in some measure by what is dictated to him, but even if it were worthy of his position to depend upon this, it would not save him from numerous risks of error in transcribing letters, and the dictator himself may not have been perfectly grammatical in his hurried dictation.

In the foregoing subjects which have been emphasized as necessary qualifications there is nothing very formidable, and very little but what every fairly well-educated youth ought to be perfectly master of, but it must be distinctly understood that the points insisted upon constitute the *minimum*, and not necessarily the maximum of the shorthand clerk's general qualifications. If his aim is to rise to the first rank in his calling, he will seek to improve himself in these, and add to them others in the directions indicated, looking out first of all for such as may have even an indirect bearing upon the business or profession with which his duties are connected, or which will help in any way to add to the efficiency or increase the value of his services. Upon the last named point it may be mentioned that a knowledge of one of the modern Continental languages could not fail to enhance the shorthand clerk's prospects in many large business houses. The choice of a language to learn in such a case could be made after entering a situation, and would depend somewhat upon the choice of the business house in which the writer may enter (or upon any previous knowledge that he may have of a language), but German, French, Spanish, and Italian, are the principal languages in which business letters are received by English houses. In the case of a shorthand clerk employed in a solicitor's office, or in the office of a public board, etc., there would be little if any opening for the use of such an extra qualification as a foreign language, but in mercantile offices the case is very different, for a large amount of correspondence is sometimes conducted in a foreign language, and in many cases a special correspondent is employed for this pur-

pose. But even if a youth does not aspire to the complete mastery of a language, he will find it worth his while to master the equivalents, in one or two such languages, of a few familiar every-day words; such, for instance, as the names of the days of the week; the names of the months; the numerals; the relative value of the commonest coins; and the variations in spelling the names of places and the Christian names of individuals, etc. A little knowledge of this kind will not be very difficult to acquire, and will be pretty sure to prove useful. Upon the important subjects of composition, punctuation, etc., in letter writing, something will be said under the head of "transcribing."

APPLYING FOR A SITUATION.

SOMEONE has said that you may tell a man's character for business by the way in which he answers or draws up an advertisement, and there is some truth in the remark. A great deal of an applicant's chances of success in obtaining a clerkship will often depend upon this initial effort, and it is surprising what a trifling circumstance will turn the scale where the merits of a number of candidates are about equal.

There are two usual methods of obtaining a situation, namely, answering advertisements and advertising. I will deal first and most fully with that of answering an advertisement, because something of what is said upon that subject will also apply to any communications or interviews which may follow as a result of advertising for a situation. There must, of course, always be a certain objection to answering an advertisement where no name is given, as the applicant has no means of knowing with whom he may be communicating. Possibly he may find himself in such a predicament as that experienced by the crochety old bachelor who, after spending the best part of a lifetime in single blessedness, living with an equally crochety maiden sister of uncertain age and similarly circumstanced, at last hit upon the desperate plan of launching out into the open sea of matrimony. He drew up the advertisement which was expected to be the means of delivering him from the dull round of existence to which he had been accustomed, and sent it off to a matrimonial journal. He received but one answer. His crochety maiden sister had seen that anonymous advertisement, and had come to the same conclusion as himself, and at the appointed interview that old bachelor and spinster once more came face to face with the burden of the old life which each was seeking to flee from. So the applicant for a shorthand clerkship might possibly find his letter of application turning up where he least expected it. For this and other reasons a little caution is necessary in such cases.

The practice of giving only initials, such as A. B. and X. Y. Z., etc., at the end of an advertisement is so general that the disadvantage must be faced. Indeed, the writer noticed at the time of writing this chapter, as many as thirty situations advertised in one week in the *Daily Telegraph* for shorthand clerks, or clerks having a knowledge of shorthand, and in nine cases out of ten they were either anonymous or application was to be made through an advertising agency. This instance of the large number of situations in which shorthand is now required, also points to the need for the exercise of some discretion in answering advertisements. Some foolish learners of Phonography I have known to answer all kinds of situations in which the word "shorthand" occurred, thinking in the spirit of Micawber philosophy, that out of so many applications something would be sure to "turn up." If the phonographer, however, has exercised discretion in answering the advertisement which appears to agree best with his ability, general qualifications, and experience, he should bear in mind this important fact, that his own character and fitness for the post he is seeking will be judged in the first instance by his written application, (and testimonials where these accompany the application,) and very often the result of that judgment will depend not merely upon what he says in his application, but also upon the way in which he says it. An employer has no other means of testing the accuracy of what you say when your application is first opened, but he has a keen eye for the way in which you say it, and the art of the thing is, of course, in saying enough without saying too much. Do not expect that you will obtain a situation because you *want* it; if you get one it will be because you *deserve* it. Therefore, avoid anything like a begging letter, or asking for a situation *as a favor*. Business men succeed in business by showing the public that it is to their interest to deal with them, and you should approach an employer in the same spirit. The applicant should state his qualifications clearly and concisely, and with sufficient moderation to command the respect of others, yet with sufficient confidence to show that he respects himself. Above all things he should avoid writing a diffuse and discursive letter of application. On no account should his letter of appli-

cation be written in shorthand, nor need he send any specimen of his Phonography, unless it is asked for in the advertisement he is answering. An employer who has perhaps from one to two hundred applications for a situation will have no time to learn shorthand in order to test their relative merits. If necessary, he has a rough and ready method of settling this point which is more satisfactory to himself, though it may prove a "rod in pickle" for applicants with a limited stock of shorthand ability. Suppose an applicant wishes to answer an advertisement such as the following :—

WANTED, an efficient Shorthand Clerk ; one with some office experience. Must be steady and reliable ; a good business correspondent, and used to accounts. State salary required, with references. A. B.

The following is a specimen of a letter which should *not* be written in answer to such an advertisement :—

My dear Sir,—I have the honor to offer you my services for the situation of a Shorthand Clerk advertised in the *Daily Telegraph* of Monday last, and for which I am confident I shall be able to discharge the duties to your entire satisfaction. I have had plenty of office experience and sometimes as a shorthand clerk. I am an expert shorthand writer, and very superior at longhand and accounts. I am willing to take your situation for £2 a week, which I think you will agree with me is a reasonable figure for one with undeniable qualifications. If you wish it I shall be prepared to give you the names of two gentlemen who will vouch for everything I have said in this letter, as I am at present in a good situation. Hoping you will favor me with the situation, I remain, yours, etc.,

P.S.—I enclose my photo.

JOHN SMITH.

One half of the egotistical points contained in the above letter would effectually settle the chances of any candidate, and the mistakes as to the proper form of drawing up such a letter, and the omission to definitely answer the points raised in the advertisement, would be equally decisive in placing the writer at once out of court. The following form of a letter of application is suggested as embodying the lines upon which the applicant's merits and qualifications should have been set forth in such a case ; omitting, of course, the photo :—

To A. B.

Sir,—In reply to your advertisement, in the *Daily Telegraph* of this morning, for a Shorthand Clerk, I beg respectfully to offer you my services.

I have been in the office of Messrs Brown and Jones for the last three years and am still there. Part of that time I have been employed as general clerk at accounts, and since then as shorthand clerk, in which capacity I have been entrusted with the correspondence of the Firm. I have, therefore, every reason to believe that I should be able to discharge the duties to your satisfaction.

The salary required would be £2 a week, and for testimonials as to my personal character and ability I would refer you to Messrs Brown and Jones, my present employers. Should you think my qualifications suitable I shall be happy to wait upon you if desired.

I am, your obedient Servant,

JOHN SMITH.

As the point is one which has a general bearing upon the subject of business correspondence, it may not be out of place to note the different forms of commencing and ending the above specimen letters. The preliminary greeting, "My dear sir," in the first letter is obviously improper, and would be altogether out of place in addressing either a superior or a stranger. "Dear sir," would not be quite so bad, but "Sir" would, of course, be much more appropriate in such a case. Again, the concluding form, "I remain," would only be justified, or indeed have any meaning, in cases where there had been a previous correspondence or acquaintance, and "I am" should, therefore, in this case be used.

When a candidate for a shorthand clerkship sees an advertisement which he thinks it desirable to answer, he should do so *promptly*, and not have to write *Monday last*, as in the first of the above letters of application. The man who writes *Monday last* in such a case, is generally too late, and out of a hundred applicants the first received will always have the best chance of being considered. In answering an advertisement the applicant should answer clearly and concisely the points in the advertisement in the order in which they arise, giving a paragraph to each subject. He should select the best materials and write his letter in the best long-hand he can command, paying special attention to arrangement and to his own signature at the end of the letter, and to the address on the envelope. He should also read his letter through carefully before enclosing it,

for "there's many a slip 'twixt the cup and the lip" says the proverb, and a single "slip," in the form of a misspelled word or misplaced or mistaken date, etc., may be sufficient in his case to realize its meaning.

One or two instances of the above "slips" the writer could give from his own observation. In one case, which was as amusing to the persons inquiring into the merits of the candidates as it was crushing to the prospects of the particular candidate, occurred in the filling up of an appointment by a public body. One of the candidates, who apparently had an otherwise very fair chance of success, thought it worth while, in his letter of application, to mention his height (a totally unnecessary thing to do), and by an unfortunate "slip," instead of writing 5 ft. 9 in., he, unconsciously no doubt, elevated his stature to the extraordinary height of "9 ft. 5 in.!" This innocent little transposition of a figure of course created a great deal of amusement at the writer's expense, and the Directors, thinking that the applicant would naturally feel a little "above them," passed on to the claims of the next applicant. In another case an applicant lost all chance of gaining the appointment he was seeking, a few days after the New Year had commenced, by following the force of habit in dating letters for the previous year, and dated his letter of application for the year which had just expired. Everyone knows how easily a slip of this kind is made at such a time. In both cases the straightforward, business character of the letters in other respects made it perfectly clear that the mistake was unintentional. Such apparent trifles were, of course, not inconsistent with the belief that the two candidates might be able men, but the inference a business man draws from such trifles, however natural and plausible the explanation of them may be, is that if an applicant will make such a "slip" at such a time, he may make a "slip" at another time, when the consequences might be serious.

If an answer to an advertisement is considered satisfactory, the applicant will probably (with several others), be selected for personal attendance at the office of the firm. Very much will depend upon the estimate of character an employer will form of each applicant at such an interview, and the man who, by his qualifica-

tions on paper, appeared to start first in the race, will often come off second best, simply because he is not gifted naturally with, or has neglected to cultivate, that very essential of business—a good and pleasant style of address. For one candidate who, at such an interview, can show that he knows how to respect himself and at the same time be respectful to a possible employer, there will probably be several who will fail to do themselves justice, either through some personal peculiarity or conceit, or a too self-depreciatory spirit, and to whom the best qualifications on paper will never quite make up the balance. While an applicant should, of course, seek to be on his best behavior under such circumstances, he should guard against pushing this effort to ingratiate himself with a possible employer beyond what is natural to him; and above all should avoid anything like “playing a part,” or delivering himself of a set speech bearing traces of frequent rehearsal; though the temptation to do this is often very strong with young fellows who have had no experience in such matters. Many an applicant has spoiled his chance of success by a weakness of this kind, and it is hardly necessary to add that want of punctuality, carelessness or extravagance in the matter of dress, do not often lead to success in such a competition. The candidate who succeeds best in steering clear of such little indications of unbusinesslike character, and who is the most straightforward, frank and unhesitating in answering any question which may be put to him, has won half the battle, and will certainly very soon obtain what he is seeking.

The foregoing has reference chiefly to answering advertisements for situations, but in seeking to obtain a situation as a shorthand clerk in a mercantile office, or a solicitor’s office, the better plan is generally to advertise on your own account. You will not, of course, get the large number of applications that an employer would get in answer to his advertisement, but even if you should only get one, you will in that case perhaps be the only candidate whose claims will have to be considered by an employer, instead of being one in a hundred; and consequently your merits will be much more likely to receive a fair consideration. *The Times* and the *Daily Telegraph* will be found the best of the London daily papers

for this particular purpose. In drawing up such an advertisement care should be taken not to over-state your qualifications, and not offer your services too cheaply. It is better in this case not to state the exact remuneration required, or you may shut yourself out from a suitable situation; or an employer will perhaps accept you on your own terms when he would otherwise have been prepared to give a little more. The following is suggested as a suitable form for such an advertisement, subject, of course, to such variation as the circumstances of the case may require, and the reference to special experience if any has been gained:—

SHORTHAND CLERK.—Wanted, by an efficient shorthand and longhand writer, an engagement as above. Has had four years' office experience. Age, 20; good references; moderate salary. Address B. C.

If a youth is advertising who has had no previous experience as a junior clerk he may adopt such a form as the above, but omitting the reference to experience, or he may use such a form as the following:—

SHORTHAND.—An intelligent youth desires an engagement as Junior Shorthand Clerk. Writes shorthand (Pitman's) at a good average speed, and is quick at longhand and figures. Address X,

If a situation under a public body is desired, this plan of advertising would be of no avail, as such situations are generally filled up by advertising and throwing them open to all. But among situations of the first-class, to which reference was made in a previous chapter, the most remunerative are not often advertised at all, but are filled up by influential recommendations. One remark on the subject of references and testimonials will equally apply, whether the situation is sought by means of advertising or by answering an advertisement. In the case of a business man or mercantile firm, requiring a shorthand clerk, references to previous employers are generally accepted, but in the case of a larger office or that of a public body, this would be too troublesome an arrangement, and the candidate must be prepared with his testimonials; that is to say, he should send in *copies* with his application. Then in case he is selected for a personal interview he should not forget to take the *originals* of his testimonials with him,

as they will most likely be asked for. For the above reason it is always better to obtain a testimonial *on leaving a situation*, than trusting to a reference at a future date. By having his testimonials by him a candidate is able to make as many copies as may be necessary in answering more than one advertisement, and thus save the trouble of possibly more than one reference to his previous employers, even if the latter were still in the same position or at the same address, which might not always be the case. If an applicant has several testimonials the most recent ones will be valued most.

Whether the applicant for a shorthand clerkship seeks to obtain a situation by answering an advertisement or by advertising, there remains in the former case the probability, and in the latter case the possibility, that, as a part of the interview with an employer to which reference has been made, he would be called upon to submit his shorthand ability to a practical test. Many candidates shrink from the idea of such a test, and in the case of some who rush in wherever a vacancy occurs there is perhaps sufficient reason for their diffidence; but to the conscientious student of Phonography it should not be such a very formidable matter. If he should obtain a situation by advertising, or by the influence of others, and can command a good testimonial as to speed and ability from some responsible teacher of Phonography, or is in possession of a Phonographic Speed Certificate, he will probably escape any such preliminary trial of his powers, but as one among a hundred applicants answering an advertisement, the chances are that he would not. Forewarned should be fore-armed, and no better kind of preparatory practice can be devised than to add to an ordinary course of shorthand writing a thorough grounding in taking down business correspondence, and in whatever peculiarities may be found in the particular business or office he seeks to enter. This may not be an absolutely infallible preparation, for an employer might dictate something outside the ordinary character of the business, but the advice is sound nevertheless, for in the majority of cases the probability is that an applicant would be tested in that kind of work in which the employer would require his services. With this special preparation the candidate will find himself

ready if called upon, and if he is not he will have the satisfaction of feeling that the confidence in him has not been misplaced.

If, however, an applicant is selected for a personal interview, he should be prepared for the emergency by taking with him *his own writing materials*—those which he has found in practice have enabled him to do the best work. To sit down to a dictation exercise from a man who may be your future employer, with the consciousness that the issue depends in a great measure upon how you acquit yourself at the task, is, of course, very different from your ordinary run of practice, and while it contains stimulus to the highest effort, it also contains that which may disconcert you and prevent your doing full justice to your ability. Do not allow the novelty of the situation to make you over anxious, or the manner of the person who is about to dictate to you to frighten you into a hurry. If you set about your task methodically he will respect you for it. But having commenced your note-taking, concentrate all your attention and energies upon it while it lasts, even to the extent of making a mental note of any difficult point, and thus bringing in the aid of memory, if necessary, when reading your notes. Between a business man dictating a set passage to half-a-dozen candidates in this way, and the same man dictating an ordinary business letter, there will be something like the difference noticed between a person who knows nothing of shorthand dictating from a book, and the natural flow of words from a public speaker, and therefore the test, though comparatively a short one (probably a letter), is not a fair one from a business point of view, and the candidate who passes it successfully will have no difficulty in meeting the demands upon him when actually filling the situation, so far as speed is concerned.

If a candidate is of a particularly nervous temperament, he should, in addition to his ordinary pocket ink bottle, pen, and note-book, provide himself with a good H B pencil, sharpened well *at both ends*; and, if he finds himself likely to be "flurried" by his novel situation, he may then abandon pen and ink for the time and trust to his pencil. Having taken his shorthand note satisfactorily or otherwise, there will be one other point



upon which the candidate's chances will turn, and really the critical point, namely, the transcript of what he has taken. A correct transcript will be evidence of the sufficiency of his shorthand speed ; a well written and properly punctuated transcript will be evidence of his fitness to undertake business correspondence.













ON ENTERING A SITUATION.

HE who would be useful to mankind must accommodate himself to their manners. This old truism would, perhaps, be more appropriate in a volume of Laconics, or of that proverbial philosophy which, in the rush of life of the present day, is in danger of being too much disregarded. The shorthand clerk who enters an office with which he has not been previously connected cannot afford to disregard it. He must begin at once to look about him and adapt himself with all speed to his surroundings. The first consideration will be to find out those peculiarities of the business either in technical language, figures, or routine, which are likely at the first to prove a stumbling-block in the exercise of his art as a phonographer, and in the way of an intelligent transcript of his notes. No more ready or valuable means of doing this can be afforded than by acquainting himself with the contents of the letter books, and especially the recent ones. In these letter books he will find the history of the business, written in the language which he will have to write in shorthand. He will there note what are the peculiar terms employed and what are the most frequently recurring groups of words. Having entered the same in a book provided for the purpose, he should then provide some special contractions, if necessary, so as to enable him to take down such terms or groups of words, with facility and despatch. To get the full value out of such contractions they should, of course, be written out *again and again* until he can write them as readily as the grammalogues and contractions in the "Manual of Phonography." A little time spent in this way at the outset will soon make the new comer familiar with the peculiarities of the business and will render his shorthand a ready instrument for giving expression to them. Moreover, this preliminary survey will not only prove useful by enabling him to anticipate difficulties and in giving him confidence in his first attempts at note-taking, but also because

every addition to his knowledge of the business will be of the greatest value to him in the transcription of his notes.

An intelligent shorthand clerk may soon adapt himself and his art to the peculiarities of an office or business, *after* he has got there and got fairly into working order, but it is none the less true that the ordinary practice which many youths have accustomed themselves to *before* entering upon such duties, might leave them in hopeless bewilderment, during the first few attempts, over some formidable, because unaccustomed, set of terms; such, for instance, as those in frequent use in an insurance office with its "quinquennial valuations," "reversionary bonuses," and "non-participating policy-holders." In such cases as these the advantage of an arrangement which will enable the writer to represent such cumbersome phrases by two or three strokes of the pen must be obvious, and there is no more convenient or intelligible direction in which this may be done than by a judicious use of the principle of intersecting the leading consonants as recommended in Phonography. There are two important considerations upon which the selection and adoption of such contractions should be based. One is the difficulty of writing certain peculiar words or phrases in full with sufficient expedition, and the other is the frequency with which such words or phrases occur. A phrase which occurs twice as often as another, will of course benefit the writer most by being written as a contraction—or in other words the value of any special contraction is multiplied by the comparative frequency of its occurrence.

If the young phonographer is entering an insurance office he will find it worth while to write such words as *quinquennial valuations* by intersecting the simple phonographic signs, thus  or *reversionary bonus* by  and so on with any other similar phrases which may present a difficulty in taking down speedily with full alphabetic outlines. If he is entering a Local Government office—such as a Town Clerk's office, a Local Board office, etc., or any office of a public body under the control of the Local Government Board, he will find still greater play for the exercise of this shortening pro-

cess ; indeed, the opportunities will be greater than in almost any other office or any other department of public life. The title *Local Government Board* itself, which will very frequently occur in such cases, may be written by the simple expedient  a *Local Board* may be similarly represented by  or, if necessary, even by the shorter form  a *Town Council* by  and *Council* may be represented by  omitting *n*; the words *Town Clerk* by  and the very frequently recurring, but not very easily written, word *ratepayers* by . The same expedients would also answer well for numerous other terms and phrases, such as the style and title of the various committees which are appointed by such representative public bodies. That the same thing may be advantageously practised in a solicitor's office is sufficiently indicated by the legal phrases given in Mr Pitman's instruction books. In a School Board office the same principle will apply in such words as *School Board*  *School Attendance Committee*  *Education Department* which may be written  and a similar expedient may be resorted to with the various departments under a Railway Company. In an office connected with shipping too, such frequent terms as *Bills of Lading* and *Charter Party* might be represented thus, .  respectively.

In all businesses or professions in which shorthand may be required, there will be a necessity for special phraseograms. It would, however, be impossible within any reasonable limits to suggest contractions for each business or profession. The directions for their use are as various as are the departments of business and official life in which Phonography has now become an indispensable handmaid. But enough has been said to show the direction in which the usefulness of the plan may be found. A more practical application of the principle, and of other methods of abbreviation, will, however, be given in special examples for preparation hereafter. With regard to the extent to which such a practice should be carried there is need perhaps for one word of

caution. While the shorthand clerk in any business may find a sufficient field for the exercise of this principle, and without sacrificing the legibility of his shorthand *for his own purposes*, he should not "keep more cats than will catch mice." He should not carry this principle of special contractions so far as to burden the memory with forms of doubtful value, or weaken the scientific basis of his art. In these days when shorthand is of such extensive utility in almost every department of life—when there is a tendency to tack on a few improvements or alterations to some respectable system and then give it a new name—it is not perhaps too much to say, considering the future possibilities of shorthand, that it is of national importance that there should be some acknowledged shorthand currency for all the purposes to which the art may be applied, and there appears to be no other system, besides the Phonography of Mr Isaac Pitman, which is entitled, either by merit or custom, to any such universal claim. In so far as commercial life may modify the current of speech to suit its needs, shorthand for business purposes may be adapted to the same end, but "adaptations" and "modifications" of a system of shorthand so national as Phonography should be jealously guarded against, and kept within the strict limits of usefulness. In England, at any rate, the writer, as an old phonographer, would be sorry to see such a mongrel presentment of Phonography as that which has grown up in America, but which is now, happily, being superseded by the English form of Phonography.

Unless the shorthand clerk has a memory like that of Themistocles who was reputed to be able to name everyone of the twenty thousand citizens of Athens, he will find attention to names and addresses of great value to him in the course of his duties. One of the most frequent demands upon a clerk in an office, and especially a corresponding clerk, will be that of remembering the names, titles and addresses, of individuals and firms with whom his employer has transactions as customers or clients, etc. When looking over the letter books, as recommended on entering an office, he may write out into a book kept for the purpose an alphabetic list of these names and addresses, but the sooner he can carry

a good number of them in his head the better. This will be so much a part of his work, however, that, if he is a conscientious workman, he will soon find himself storing both his memory and his note-book with items of information of this kind, which will enable him to answer any queries in this direction promptly and without displaying any want of interest in his employer's business by resorting to the apologetic promise, "I'll look it up, sir." Considering that in most large business houses or offices the correspondents of the firm will include persons in all stations and ranks of life, the shorthand clerk should also provide himself with a list of the proper forms of addressing persons, officials and dignitaries of rank and title, both as to the formal salutation in commencing a letter to such persons, and the proper address on the envelope.

If it is true in a general sense that there is nothing lost by cultivating a friendly disposition towards those with whom a man may come in daily contact in business life, it is especially true in the case of the shorthand clerk, and in his attitude towards his colleagues in an office. Considering that his position is in some measure a confidential one, and that he is brought into much more intimate contact with the principal of a firm than a general clerk of much longer service may be, he cannot be too careful for his own sake in seeking to start, and continue, on good terms with his fellow-workers. There will be no need for him to be a Uriah Heep, the 'umble cringing clerk portrayed by Dickens in "David Copperfield," and on the other hand he should avoid anything like a disposition to take advantage of the invidious element in his position, by affecting airs of superiority. Even if there were no higher motive for cultivating a good feeling with the other clerks than that of self-interest, the shorthand clerk should, at least, do nothing which would prejudice his position in the eyes of his colleagues, for he will be fortunate if he does not occasionally stand in need of some little assistance which their experience of the business would enable them to give.

Clerks, like others, are not destitute of human nature, on its weak, as well as its better, side, and in some cases the shorthand clerk may find that he has to face

something very like a disposition to withhold, rather than to give, any little information of which he may stand in need on entering a fresh office. In any case a kindly disposition towards others will bring its own reward, whether in disarming rebuffs or obtaining assistance, and, if nothing else, will add to his happiness in the work. Civility costs nothing and pays interest, and the most effective weapon to make way with, either on entering a strange office or to obtain promotion in after life, is cheerfulness or good temper. It is the unguent which reduces the friction and the wear and tear of business life to a minimum, and gives to its possessor at the outset a decided advantage over the unfortunate possessor of an austere manner, or a morose temper. It is not, of course, suggested that cheerfulness and good temper can be acquired by anyone like shorthand or book-keeping. They are in a great measure the fruit of natural disposition, physical health, and constitutional temperament, but where a candidate for an office is not thus naturally gifted he should at least do all in his power to conceal or neutralize any defects of an opposite character, and thus make up, as far as may be possible, for the deficiency of that rare virtue which, next to honesty and trustworthiness, has often done more than any other trait of character, in obtaining for its possessor a rapid and substantial promotion.

These hints on the attitude of a shorthand clerk when entering an office may very well conclude with the following piece of Baconian philosophy. "Preserve the right of thy place but stir not questions of jurisdiction, and rather assume thy right in silence and *de facto* than voice it with claims and challenges. Embrace and invite helps and advices touching the execution of thy place; and do not drive away such as bring thee information."

THE SHORTHAND CLERK AT WORK.



THE worst troubles and the most delightful occupations are those which never come ; and, with many young fellows who are aspiring to the use of their shorthand in an office, without any previous office experience, the ideal picture of work in their new sphere is pretty sure to be at fault in one or other of the above directions, according to the tendency of personal habits in the direction of conscientious work or of indolence. Between the ideal picture of having someone at your elbow making confidential suggestions for the letters to be written, and the real modern city man face to face with the necessity of employing shorthand in his business, there is a sufficient margin for any number of illusions and discoveries. Glancing briefly at both sides of the picture, it is quite possible that the future shorthand clerk may sometimes have pictured to himself a position, as the confidential medium for the transmission of his employer's wishes, something like the following. He has perched himself at his desk with becoming dignity, and conveniently at his elbow stands his confiding employer telling him what he is to say ; and he may further imagine that something of this sort happens :—

Employer : " This, Mr Thompson, is Mr Smith's letter, which I wish you to answer. I will read it to you, and then you will understand better what it is that I want you to say in reply." [Reads it.] " Now, then, if you will take it down I will tell you what to say. Tell Mr Smith that I have received his letter and shall be glad—but perhaps you had better take the beginning. Say, then, ' I beg to acknowledge the receipt of your letter of the 14th inst., and shall be glad to confer with you respecting the proposal for the purchase of the New Three per Cents.'—Have you got that?—I mean the Three per Cents.?" " Yes." " Then tell him that I cannot make any absolute promise until I have discussed the matter with my partner, and when I have done that I will let him know the result. There, just read it over and see

if you have got it right." He reads it over with conscious pride of having achieved a victory.

"That will do; now if you will get it written out I will sign it, and we can get it off by the next post." Both agree that shorthand is a wonderful power in business.

So much for *dolce far niente* (*dolce far niente*), and the age of round-hand, stage coaches, and top boots! There may be such places as this, and, here and there under special circumstances, a letter may be dictated with this deliberation and respect for the correspondent's feelings. May every young phonographer have some small share of such good fortune! But what says the more conscientious and apprehensive youth who has had a little office experience, perhaps under an employer of hasty temper? What is his ideal of a shorthand clerkship? In his exaggerated picture of the situation he sees no benign, fatherly individual at his elbow confidentially whispering his directions. He knows the modern city man to be a perfect philistine in comparison with the above picture. From what he has learned of him in other relations he imagines him, as the employer of a shorthand clerk, sitting at a table surveying a formidable pile of letters and papers with the air of a man who is terribly in earnest, and "full of dealings with the world;" while he, the unfortunate scribe, sits at a desk some distance away, where he is trembling with fear and excitement, until he is suddenly brought up as with an electric shock by a preliminary "Ahem!" which to him sounds much like the railway guard's, "Whew! right away!" before the express starts. Then he hears him launch out at some imaginary individual among the papers before him, and he knows that it is his duty, like that of the railway guard with the express, to "get on board" as best he may and to see that no single vehicle leaves the line while the train rushes over bridges and viaducts (not very well built in his case), and if at the first stopping place he can manage to bring up the rear before he again hears that laconic signal for another stage of the journey, he will have got over his first difficulty, and may live to laugh at the amount of perturbation which it called forth.

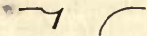
But all business men do not quite answer to the above exaggerated picture, and the task of taking down letters

from their dictation is not really so formidable in itself as our typical young phonographer imagines it. The cause of a failure to take down from dictation satisfactorily at the commencement is often not so much a question of ability as of nervous anxiety, which results in a waste of energy and in the taking down of every word of a stereotyped form, which experience will teach might have been very much shortened, at the risk of missing some essential fact. In such cases self-consciousness is at the root of the matter. If the shorthand clerk could only forget himself and his shorthand at the commencement, and think more of what his employer is saying, *from a business point of view*, he would see and understand what was essential or non-essential, and would find that many of the broken bridges over which our typical friend stumbled in that first phonographic "express," need never have been built at all, or should have been provided with far less expensive materials. This view of the case is, of course, an easy thing for an experienced shorthand clerk to take, but it is not so easy for the beginner to act upon the advice. A preliminary practice of his art upon business correspondence, would, however, do much to make his work come more ready to his hand, and consequently should do away with some of the nervousness arising from his novel situation.

In any case, even if the apprehensiveness of the nervous youth should be fully realized with regard to the city man, there is room for a grain of consolation. If he acts upon the hint which has already been thrown out as to first of all consulting the letter books of the firm he will notice that there is not only a recurrence of certain phrases which may be shortened into some special contractions, but that this is especially the case with regard to some prevailing and characteristic form of commencing the letters, and he will soon come to the conclusion that it will not be necessary to take down these stereotyped forms of commencing letters in full. The following commencement of a letter will show what is here meant :—

Sir,—I am directed by the Local Government Board to acknowledge the receipt of your letter of the 18th inst.

Of this, all that the shorthand clerk need take down would be


18(
 Acknowledge letter 18th.

and then he will be pretty close to the dictator for the essential part which is to follow. This method of disposing of a formal introduction is also a necessity, because the dictator will be inclined to "skip" it in a similar manner himself. In most Government departments, and in public offices approaching the routine of such departments, the commencement of a letter is generally something like the above and more formal than in business correspondence where such forms will vary in different offices, and will include such commencements as:—"Yours to hand this morning," "Your esteemed favor to hand," "In reply to your esteemed favor," "I beg to acknowledge," "In reply to your letter," "In answer to your letter," etc., but though the form may vary in different offices it will generally be uniform in the same office, and will admit of the introduction being disposed of in the way suggested. What the shorthand clerk has to look after are, of course, the essential parts of a letter, and to see that these are taken down with *absolute accuracy*. These essential parts of a letter will often be found to be within a small compass compared with the number of words used in the letter. The following form of letter, commencing as in the case just quoted, is an instance of this:—

Local Government Board, Whitehall, S. W., 4th Dec., 1878.

Sir,—I am directed by the Local Government Board to state that they have paid to Mr Smith, your treasurer, the sum of £120, being the amount payable from the Grant made by Parliament in respect to the moiety of the salaries paid to the Medical Officer of Health and Inspector of Nuisances for the year ended 29th September, 1878.

The Board have requested the treasurer to place the above sum to the credit of the Rural Sanitary Authority.

I am, yours obediently,

J. Brown, Esq.,
Clerk to the Sanitary Authority.

JOHN LAMBERT,
Secretary.

[115 words.]

Here the essential points in a wordy communication are the sum of money, £120, the fact that it is from

“Parliamentary Grant,” and that it is half the salary of the Medical Officer of Health and Inspector of Nuisances for the year named. It is not by any means suggested, however, that the shorthand clerk should practise this condensed form of taking down a letter, and indeed it would not be safe for him to attempt it when commencing, with but very little knowledge or experience of the business; but the point is mentioned to show how little in comparison with the whole, the vital part may sometimes be, and how important it is that such points should be taken down with the strictest accuracy. But it will sometimes happen that the whole of the letter is of this essential character, including the introduction, which must be taken down verbatim. Of this, the following letter may be taken as a specimen:—

Strand, London, 24th Aug., 1880.

J. Robinson, Esq.

Sir,—Application having been made to our firm, for a situation as shorthand clerk in this office, by Mr James Thompson, who informs us that he has been for three years, and still is, in your employ, we shall esteem it a favor if you will kindly inform us to what extent he has been called upon to discharge similar duties in your office, and with what result.

We would also thank you for your opinion respecting his general character and ability, and of his experience in, and fitness for, general office work.

Thanking you in anticipation of your favor,

We are, yours faithfully,

[120 words.]

BARCLAY AND JONES.

In the above letter there is nothing that could be safely omitted or shortened in taking down, but it may be said that a letter such as this would not be likely to be dictated very rapidly. Generally speaking, if the person dictating is very rapid he will not be so precise in the choice of language, and perhaps less grammatical. In such a case the phonographer need be under no serious apprehension on the subject of speed, but should keep his business faculty on the alert and endeavor to *understand* what the dictator is talking about. On the other hand, if the dictator should be slow and deliberate in the choice of words, and grammatical, it will, of course, be necessary to be strictly *verbatim* in the note-taking, for the double reason that it will be comparatively easy

both for note-taking and the transcript, and because the man who is deliberate and particular in the choice of words would resent any liberty being taken with his language. But in either case it is of the first importance that there should be a fixed attention, not merely upon what will be the correct forms of your shorthand, but upon what it is that is being said. If a person's utterance is misunderstood the best shorthand writing in the world will not set the matter right, but if what is said is thoroughly understood a badly written note may be rectified.

The shorthand clerk should endeavor to obtain such a position when writing that he can not only write to the best advantage, but one which will also enable him to hear best. The most favorable position is to face the person dictating; the next best with the dictator on the right-hand side. But, given the best position, the faculty of readily catching every word a person says is one that varies in different individuals, just as the faculty of being easily understood varies in the speaker or dictator. Even where the utterance is fairly loud, some persons do not always catch every word, though practice and an increased familiarity with an employer's habitual utterance will do much to remedy any such defect where it exists. If the shorthand clerk fails to take down properly anything which seems a material part of a sentence, he should not hesitate to check the dictator and ask for its repetition, though, of course, it will be to his own interest that such interruptions should be as few as possible. Even this, however, is much better than the foolish proceeding the author has known some young beginners to fall into, namely, that of letting the matter drift until they have had to face it again when transcribing, and then, finding no other way out of the difficulty, have been obliged at last to go to the principal and ask his help in order to clear the matter up. The principal in such a case might not always be accessible, or in the office; and, even if he were, such an appeal would most likely have to be made when he had other matters to attend to, and it would certainly prove a source of annoyance to him, if only for the reason that he would, probably, be unable to clear up the point without a second reference to the letters the shorthand

clerk is endeavoring to answer ; and, consequently, the trouble of doing his work over again. Such a proceeding would be much more likely to lower a shorthand clerk in the estimation of his employer than that of asking him to repeat any doubtful passage when dictating, and when he has the means of immediately setting it right. The initial error, if it occurred frequently, might weaken your employer's confidence in your shorthand ability, or your faculty of apprehension ; but to defer the difficulty would only aggravate the original offence, and also weaken his confidence in your judgment and discretion.

The different kinds of composition which the shorthand clerk may be required to take down may be roughly divided into the following:—Mercantile and business houses generally, *chiefly correspondence*; offices of public companies, Boards, and representative public bodies, *draft reports and correspondence*; solicitors' offices, *correspondence, instructions to counsel*, and occasionally, *interviews and conversations*. Of these, correspondence will generally be found the easiest from a purely shorthand point of view ; draft reports will require the greatest facility in composition ; and the second and third items assigned to the solicitor's office will approach the nearest to verbatim reporting, or shorthand writing pure and simple.

Upon one of the foregoing subjects a few words may be said. It may sometimes fall to the lot of the shorthand clerk, especially in a solicitor's office, or in the office of a public body of which the clerk is a solicitor, to be called upon to take down notes of an interview between his employer and someone else, and in such a case it may happen that the note-taking has to be done in such a way that the visitor may not be aware of it—in an ante-room for instance, with the door ajar, or sitting at a desk in the same room, but in such a way that the shorthand writer may appear to have no concern with, or to be taking no interest whatever in, the conversation which is going on. To take down a conversation under any circumstances is not an easy matter, and those who have had to do it under the circumstances I have indicated know well how difficult it sometimes is merely to catch all that is said, apart from the effort re-

quired to write it down. But this is one of those rare cases in which the employer will be fully sensible of your difficulties, and in which you may rely upon him for some assistance if necessary. He will, for instance, set the example himself of speaking loud enough for you to hear him—may even appear slightly deaf if the other person does not follow the example—and, in case you find in your notes any incomplete sentences, he will also be able to help you to supply the missing links from his memory. In such a case, however, whether the shorthand clerk is in the same room or not, some little attention should be paid to the order of taking down a conversation so as to secure a clear and intelligible division between question and answer; either by commencing a fresh paragraph with the name (or better still the long-hand initial) of each speaker; or, by dividing each question from the succeeding answer by a bold mark between them, as in the following instance:—

I think you are in the same business? Only for about 8 months in the year.

This plan is best adapted to what a solicitor would call "leading questions," to which the other party would simply answer in the affirmative or negative. If the questions were designed to draw forth a statement or series of statements, then the plan of dividing by paragraphs, commencing with the initial letter for each speaker, would be the better one.

TRANSCRIBING.

WHAT the Lancashire cotton weaver with his loom is to the cotton spinner; what, in a measure, the manufactured article is to the raw material; what the keystone is to the arch, that, or something like it, is the transcribing of shorthand notes to the notes themselves. Note-taking is but the seed-sowing, of which the transcript is the harvest, and the moral holds good, that "whatsoever a man soweth, that shall he also reap." The end and aim of all shorthand writing for business purposes is to save time. To *write* shorthand is, therefore, only half the battle, and the other half, namely, *reading* and *transcribing* what is written, is where the test of victory or defeat really lies; and it is here that the only adequate test of the shorthand clerk's fitness for this part of his work is to be found. Of the character of his shorthand his employer will know nothing, but he knows a good business letter when he sees one, and to this test the shorthand clerk's qualifications must ultimately be referred. To the shorthand business clerk, absolute accuracy in the transcript is more important than in almost any other department of shorthand work. For instance, if the phonographer who is transcribing for the Press finds a doubtful passage in his notes, he may leave it out altogether, or substitute another word for a doubtful one; and, excepting in the rare cases in which an absolutely verbatim report is required, may, and generally does, re-model sentences so as to convey the sense of the speaker's words in the shortest possible space. Not so the phonographer who is engaged as a shorthand clerk, upon whose accuracy in transcribing will often depend very important points, involving the serious element of liability, or the validity of contracts.

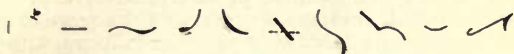
The main question upon which the usefulness of Phonography in the office really turns being the ability to read your notes and furnish a correct transcript, it may be observed that there ought really to be no difficulty in

accomplishing this with facility and despatch. To the accurate and rapid reading and transcribing of shorthand notes there are several points necessary which belong to the domain of experience. The teacher of Phonography who has had much experience with pupils and in transcribing shorthand notes, will probably remember instances in which a learner was unable to make an intelligible and rapid transcript of his own writing when the teacher himself could read it off very readily; because he knew from experience some of the commoner sources of error, or the directions in which the writing might, under given circumstances, vary from the correct form.

If the learner of Phonography cannot at once read his phonographic notes off "like print," there are two things which will go far towards securing this result, and save the writer from the risk of mistakes in transcribing. The first may be summed up aphoristically thus:—"Do not read shorthand with a microscope." The meaning of this is, that the writer should not try to settle any individual outline of a doubtful character merely by measuring it off with rule and compass. If you should ever be so unfortunate as not to be able to recognise in a given outline a resemblance to any particular word which would "read"—and such things do sometimes happen to learners of all systems—take, in such a case, a little broader view than that of a half-length consonant, a loop or a circle. If you are unable to make sense of what the outline *looks like*, remember that you may make sense with something that it does *not* look like; and that the preceding or following words, the structure of the sentence, your own common sense, your knowledge of the business you are writing about, or a hint from a friendly colleague if really necessary—that each, or all, of these may be laid under contribution in helping you out of the difficulty. There is nothing which should in any way detract from the usefulness of shorthand itself in the necessity for this practice of occasionally reading with a liberal margin for variations where the forms are so minute; and Phonography, though one of the most legible of systems, can hardly be expected to always escape, when in indifferent hands, from the risks incidental to such narrow limits. Even where shorthand

is fairly well written there is generally some little variation of hooks, ticks, and loops, according to their association in a phrase, and curves are often deflected by the character of the preceding or following strokes.

The author once spent nearly half-an-hour with a young phonographer over the following doubtful passage in his notes of a leading article from a newspaper, before the writer of it could manage to make out, without assistance, what it was that he had written:—



Here, at first sight, the passage looked like *but* — *have to be feared by your own world*. What it was that was to be *feared* or why any individual should have a world all *his own*, the inexperienced stenographer was, of course, unable to explain. At last he hit upon the correct word for *f r d*, as *fired*, instead of *feared*. [The vowel ought to have been inserted in this uncommon word.] He was then advised to run through the gamut of things likely to be *fired*, and he naturally came to the conclusion that it must be *shots*. The sign for *sh* had been written nearly *full length* instead of *half length*. *By your own world* was next found to mean *before end world*, or *before the end of the world*. Next came the commencement of the sentence, which looked like *but go among shots*, etc., but this would never do. At length the writer of the passage completed his transcript as follows:—*But a good many shots will have to be fired before the end of the world*. Here again a phonographer would have only himself to blame for having created a difficulty for which his art could not be held accountable. This example is introduced merely as an indication of the way in which a difficulty in reading any given passage in a note-book should be approached. A knowledge of the business, or of the work of an office with which the shorthand clerk is identified, will materially help to unlock any mystery about a doubtful shorthand word.

The second of the two points to the value of which, in the reading of shorthand notes, I have referred, is one of the greatest importance to the young phonographer,

because the advantages of acting upon it are within the reach of the learner even if he has only an elementary acquaintance with Phonography. It is this;—*always read what you write*, and never be tempted to put aside even those volumes of shorthand notes which you write when getting up speed without *reading* a very large portion of them and practising the art of transcribing from them. It is not necessary to *write* out in longhand everything, if you are able to *read* it you can, of course, write it. The importance of this practice cannot be over-estimated, and the learner who is accustomed to keep his shorthand *reading* practice fully up with his *writing* will rarely have any difficulty in reading his own notes with accuracy and despatch.

If any captious critic should be disposed to think that the above reference to difficulties implies any reflection upon the legibility of Phonography as compared with longhand writing—and the writer has sometimes heard remarks of this kind; but generally from those who commenced its study and failed to command enough diligence to learn the art—let such critic take the trouble to look through his longhand correspondence, and the letters of his friends, and if he should find, as he most assuredly would, that it is impossible to read many of the words, *letter by letter*; that he would be unable to read a good number of the words even, *without the aid of the context*, and the signature at the end without his knowledge of who was the writer—then let him for ever after hold his peace about shorthand, or, at least, if he should find fault, let him blame the writer and not the system.

Next in order, and not less in importance, to the accurate and prompt reading of what has been taken down in shorthand, is the longhand dress in which it is to be presented, either as a business letter or report, etc. One of the most noticeable defects with many youths at the first start is the misplacing of capital letters. Every sentence should commence with a capital letter; also all names of persons and places, and adjectives derived from proper names; also letters standing for abbreviations, the days of the week, months of the year, etc.

Punctuation, to those who are not experienced or par-

ticularly gifted in composition—of which it forms an essential part—is sometimes a weak point, as it is a matter upon which the shorthand clerk will have to rely in a great measure upon his own resources. Yet there ought to be no very great difficulty in this part of letter writing, for its rules will be found in most books of grammar, and their application is being daily illustrated for the benefit of everyone in the printed page of a book; newspaper, or magazine. Of the stops used in punctuation the colon (:) is now fast becoming obsolete even on the printed page: The semicolon (;) though freely used in printed matter is a point upon which perhaps no two persons could be found to agree as to the precise situations in which it should be used. Its use varies more than any other point, and the places in a sentence at which it should be used hardly admit of any more exact definition than that the place for its insertion is “too much for a comma and not enough for a full point.” But whatever may be its exact limits in the printed book, it is, for all practical purposes hardly ever used in business correspondence. The points that are used, and the placing and proper value of which should be well understood by the business correspondent, are the *comma*, *full stop*, *note of interrogation*, and the *apostrophe*. Of these the *full stop* and *note of interrogation* may be dismissed with the remark that the place of the full stop is at the end of every sentence, or complete statement. When such a sentence takes the form of a question, the *full stop* should be replaced by a *note of interrogation* (?), and the succeeding sentence should commence with a capital letter. The chief use of the *comma* is to divide different parts of a sentence where, but for its use, the meaning might be obscure, or where the word after which it is to be placed might, in the absence of the comma, be read with what follows instead of with the preceding part of the sentence. Considering its diminutive size, nothing has been more abused than the comma, the misplacing of which has sometimes led to the most ludicrous misreading of a sentence, and occasionally to serious results. If the writer of a letter carefully reads it through when written he will hardly fail to see where the comma is really necessary to make the meaning clear. Generally

speaking, the comma is harmless enough, but it may sometimes work some curious feats, such as in the familiar story of the parish clerk who gave out what was understood as "a man going to *see* his wife, desires the prayers of the congregation." What the unconscious humorist should have announced was, "A man going to *sea*, his wife desires the prayers of the congregation." But if a slip of the tongue may thus occasionally be amusing, a slip of the pen may be also, and not so easily remedied. Take the following, which was sometime since printed in a generally well-conducted newspaper in its University intelligence:—

"The Public Orator introduced the Home Secretary, who was robed in a Latin speech."

In this case a second comma was required after the word "robed," or the placing of the words (who was robed) in parenthesis would have been a clearer division still. The following is another instance of the effect of this inversion:—

"Mr Smith here handed the jewel to Mr Johnson, who was retained for the prosecution in a casket of beautiful design and finish."

Though this may appear to be but a trick in the arrangement of words akin to the cross purposes of a comedy, yet, with a person who dictates long and involved sentences, these inverted clauses of a sentence will not infrequently turn up, and the risk of obscuring or perverting the meaning should be guarded against. The moral of it is, that what natural affinity has joined together in a sentence the writer should not put asunder. Punctuation should make the meaning clearer, and not make it obscure, still less pervert it.

The *apostrophe* is a point which is too often either ignored or abused. It is most frequently misused in that class of words some of which form the plural with, and some without, the letter *s*. If the plural is formed without the letter *s* the apostrophe will be properly placed before that letter for the possessive case, as *men's thoughts*, *women's looks*. If the plural is formed with *s* in the regular way, the apostrophe will be before the letter *s* for the possessive singular, and after it for the plural; as the *boy's book*, the *boys' books*. The fact that the proper use of the apostrophe is often

ignored sometimes leads to a stupid use of it when it does turn up. In this direction sign writers who do not happen to be blessed with any great amount of literary talent sometimes produce some amusing instances. In one of the home counties, a business man once had the following notice posted up conspicuously on the front of his establishment:—"Brougham's open fly's and dog cart's for hire." Here the apostrophe is altogether out of place. It is perhaps necessary here to point out that the shorthand clerk in transcribing business correspondence should not fall into the mistaken habit one sometimes sees, of writing "Your's truly," for "Yours truly."

The *parenthesis*, or the insertion of a clause in a sentence in such a way that if removed the sentence would still "read" or make sense, is now often placed between dashes thus—though it is not always so—but this arrangement is most applicable where the parenthetical words form something like a complete assertion, as in the above instance. Where the parenthesis is merely an explanatory word (or phrase) the marks here used should be preferred. The *dash* is also used where there is an abrupt turn in the sentence—but enough has, I think, been said to indicate the chief points to be attended to in the punctuation of a business letter.

A well arranged letter is next in importance to a well written letter. In the commencement of a letter the figures for the day of the month should be written first, next the name of the month, and then the figures for the year, thus:—

24th May, 1886.

The two sets of figures are thus kept apart by the name of the month. The name and address of the person written to should appear in the left-hand margin of the letter—or they may be written in a similar position at the foot—and just beneath it, if so written, should appear the formal salutation, "Sir," "Dear Sir," or "Gentlemen," as the case may be. The next matter which is essential to clearness is, to divide the letter into paragraphs according to the number of subjects to be dealt with, giving precedence to the subjects in the order in which they arise in the letter you are answer-

ing. Suppose, for instance, the shorthand clerk finds the following awaiting transcript in his note-book:—

6 12 L 86

In the above extract, or letter, from the shorthand note-book there are three subjects referred to—(1) The remittance to be acknowledged, (2) The collecting of accounts, and (3) A suggestion as to rates of commission. The transcript should accordingly contain as many divisions or paragraphs, and, when written out in business form, would appear as follows:—

London, 12th Jan., 1886.

Mr W. Brown, Manchester.

Dear Sir,—We beg to acknowledge the receipt of your letter of the 11th inst., containing remittance, value £5 16s. 9d., which has been placed to the credit of your account.

We do not undertake to collect accounts on commission for anyone but our customers, who are entitled to the information contained in our monthly circular—information which would be found of great value to your friend on starting a new business.

In answer to the second part of your letter, the suggestion shall receive our careful consideration, but more than this, of course we cannot say until we have had an opportunity of comparing the rates of commission on the basis you suggest, with those actually paid.

We are, yours faithfully,

DIXON AND CO.

[140 words.]

In revising shorthand that is not paragraphed for transcription, insert the sign \perp before the word that should commence a new paragraph. Care should also be taken in the transcription to fill out the line, avoiding lines of unequal length, and without resorting to cramping or reducing the size of the last word in a line; and, at the same time avoiding dividing a word at the end of a line, a practice which though frequently adopted in the printed page, does not look so well in writing. In the case of a long word coming near the end of a line, however, a division cannot well be avoided, and care should be taken to produce a natural division of the word into its syllables, using the hyphen (-) at the end of the line where the word breaks off (but not at the beginning of the next line), as in a printed book. In business correspondence the clerk will find it worth while to bestow a little extra pains in acquiring a good style of finishing off his letter. A little practice with some good models on the customary form of conclusion, as "Yours truly," "Yours faithfully," "Your obedient servant," etc., and upon the name of the firm, will enable the corresponding clerk to put a good appearance on his work at a point where it tells most. If he is in the service of any company, society, or institution, he will generally conclude his letters with the formal "Yours truly," "Yours faithfully," etc., and then, leaving space for a signature, add the word "Secretary" or "Manager," as the case may be, the intervening line to be filled up by the signature of that official afterwards. He may sometimes be required to write a letter for, and sign it on behalf of, his employer, firm, or company. In such a case he would conclude the letter in either of the following forms:—

Yours faithfully,
 W. Smith,
 pro Dixon and Co.,

or,

Yours faithfully,
 Dixon and Co.,
 per W. Smith.

The "W. Smith" in this case would, of course, mean himself, the shorthand clerk.

Facility in composition is an important item in the qualifications of the shorthand clerk. Where this faculty is not present as a natural gift he should do all in his power, by practice, to acquire it. In the majority of cases he will find frequent opportunities for the exercise of it. What he has taken down from dictation cannot always be transcribed literally, or without a certain amount of polishing—as the removal of a redundant word, the addition of a word to make a sentence read more smoothly, and occasionally the re-arrangement of a sentence without altering its meaning. The mere fact that shorthand is looked upon as a time-saving art will often lead a business man who is perhaps hard pressed with other engagements, or who is not blest with a calm, deliberative temperament, into a random habit of selecting or arranging his words to convey what he wishes to say in answer to his letters, with the tacit understanding that the shorthand clerk will, when transcribing, put the letter into proper business form and language. In such a case the vital part of the work is therefore to take care of the essential facts to be conveyed in a letter, and, by a process of assimilation and a knowledge of the business, to convey strictly what the employer wishes, in as good a form and in as appropriate language as if the letter were the more deliberate production of the employer himself.

In this necessity for occasionally putting a hastily dictated letter into good business form, the shorthand clerk will find a set-off against the tendency of writing from another's dictation to degenerate into a mechanical act, and as he may in some cases occasionally be called upon to conduct some part of the correspondence for his employer, there is no reason why he should not himself acquire the qualifications of a good business correspondent, and every reason why he should seek to do so. Much of the old gentlemanly style of business letter-writing of the past—the cultivated style of writing gracefully all round a subject—has vanished with the appearance of the "iron horse" and the telegraph. The modern style is to go at once to the heart of the subject and to condense what has to be said into the narrowest limits that clearness will allow; and what such a style loses in grace and finish it gains in strength

and directness. There is no better school for acquiring a good style of business letter-writing than that afforded by the study of business letters themselves, especially the models issuing from the best houses with which the shorthand clerk will come in contact in the course of his duties.

By approaching his task after the form of these models, and in the spirit which he knows by experience would animate his employer under any given circumstances, he will be qualifying himself for the composition of a good business letter, and for occasionally answering letters on behalf of his employer in case of need.

In the case of a brief communication between a business house and customers, the third person is sometimes used in the form of address. This is frequently the case in notes received from ladies, and nearly always in the case of such communications received from persons of rank and title. The following may be taken as fair samples of such communications:—

Lady Blank would be obliged to Messrs Brooks and Lawrence by their sending patterns of their newest spring dress materials.

Lord Blank presents his compliments to Messrs Smith and Thompson and requests them to be good enough to send particulars of their account just received.

Miss Barnard thanks Messrs Brooks and Lawrence for their prompt attention to her orders, and would be glad if they would send her patterns of the new shades of velvets mentioned in their catalogue.

This distant form of address may savour somewhat of a patronizing air and of a disposition to hold the man engaged in business at arm's length as an inferior, but if the practice casts any reflection it is one that should fall perhaps on human nature in general rather than upon individuals. At any rate, the successful man of business who could easily buy up some of his correspondents of this class, will generally console himself for any such possible reflection by the knowledge that "if it amuses them it does not hurt him." In the majority of cases, however, no such motive will be understood, and, following the custom, the corresponding clerk would be required to answer all such communications in the same form, thus:—

Messrs Brooks and Lawrence have the pleasure of forwarding herewith the patterns as requested by the favor of Lady Blank, and hope they may be found suitable for her ladyship's requirements.

The above style of address is, of course, confined chiefly to what may be called the memorandum form of communications which frequently pass between large business houses and influential customers. In the case of a regular letter of more importance, or from a professional man, the recognised formula of "My Lord," "Your Lordship," etc., would be observed in the address.

A business letter should be written grammatically, and a word of caution may perhaps be necessary in respect to one or two common errors which, from being plausible in appearance, and which from often finding their way into conversation, may very easily find their way into writing also. The most familiar instance is that of the misuse of number in respect to nouns and their corresponding verbs, where a second noun intervenes between the nominative and the verb, as in the following:—"We have this day received the goods, but regret to find that *one* of the samples *are* very indifferent." Here the close association of "samples" and "are" may easily account for the error, but as only one sample was indifferent, the error in saying "one *are* indifferent" is clear enough. Collective nouns, of which the corresponding verbs are sometimes used in the plural and sometimes in the singular number, may be determined in this way:—If the essential idea is that of *number* as an arithmetical factor, the verb should be singular, as "the *number* of samples in the market *was* very large;" if the idea has reference to the individuals represented by that factor the verb should be plural, as "a number of samples *were* examined."

But whether it be in taking down shorthand notes, in reading and transcribing the notes into longhand, or in the composition of a letter, "a sound discretion is not so much indicated by never making a mistake, as by never *repeating* it."

OTHER DUTIES AND OPPORTUNITIES.

WHAT has been said on the subject of taking down in shorthand, and transcribing, business correspondence has reference to the chief duties of a shorthand clerk, but it is not the only direction in which he will find opportunities for the exercise of Phonography and for participating in the general work of an office. Even though he may not fill one of those posts with the stereotyped requirement of making himself "generally useful," there will be directions in which he should seek to acquire habits of work and usefulness, which, though subordinate to the main purpose of his office, will, in proportion as they are well formed and carried out, have an important bearing upon his prospects of advancement. If it is objected that the shorthand clerk ought not to be called upon to perform duties or services other than those of taking shorthand notes and transcribing the same, the answer is, that he would be standing in his own way to promotion and to mental improvement by such an attitude. The writer has purposely connected "Other Duties" with "Opportunities" in the heading of this chapter, because the shorthand clerk's willingness to meet other opportunities of service, which may fall in his way, may be the means of his rising to a better position than his Phonography alone might give him; and, in any case, the advantage of a more thorough business training would be greatly in his favor.

The remarks in the previous chapter referred to the writing of letters which are sent out from an office. We left the shorthand clerk at the stage of his work when he had completed the transcript of his letters. Having carefully read through each letter as it was written, as a check against any error that may have crept in, these letters will next have to be copied at the press into the letter book, and then they should be neatly folded, and enclosed in envelopes addressed to their respective destinations. If there are any enclosures to go with any

particular letter, care should be taken that these are not overlooked, and for this purpose each letter which is to contain an enclosure should be endorsed "Enclosure," or "Enc.," in the top corner of the front page, as a reminder when making up the letters for the post. If there is to be more than one such enclosure, the number may be added to the endorsement.

Letters received should, as soon as answered, be promptly folded, endorsed, and put away for future reference. The usual plan of doing this is to fold each letter lengthwise with the portion of the blank sheet uppermost and upon this endorse the date, and the name and address of the writer. The folded letter thus endorsed would appear as below :—

1886.
April 10.
Smith & Son
Bradford,

The endorsement may also include the date when the letter was answered. Letters thus folded and endorsed, when tied up and put away in bundles—arranged according to date, with the endorsement uppermost—can be easily referred to at any time. In offices receiving a large number of letters from one or two particular firms, it is sometimes necessary to carry this practice a little further, and add to the endorsement a brief indication of the contents of the letter, thus :—

1886.	—:—
April 10.	Woollen Goods
Smith & Son	Agent's Sales
Bradford.	and
	Commission.

Each pile of letters thus "briefed," bears on the face of it, by simply turning up the folded letters, without untying the bundle, an index to the names of an employer's correspondents, and the subjects upon which they have written, for the period which it covers. If there is no strict rule in an office on this point and the correspondence is so large that it does not allow time for this formal docketing of letters, they may be kept lying on each other in a pigeon-hole of the desk, and afterwards be placed on a shelf, with the front edge uppermost. The indexing of the letter-book should be added to the foregoing, as one of the chief features of the work which pertains to the correspondence of an office. The value of this as a means of reference will of course depend upon its being carefully performed. In addition to the ordinary method of indexing alphabetically at the commencement of the book—with a page or more as may be required for the initial letter of the *surname* of the person written to—and the numbers of the pages upon which the letters to each individual or firm will be found, the plan should be adopted of making each individual letter in the book a means of reference to the one preceding and the one following it from the same firm, by endorsing it in colored lead pencil with the pages containing those letters. Thus, on the last letter but one addressed to "Smith and Son," if the preceding letter to that firm was on page 10 and the succeeding one on page 25, the endorsement would be $\frac{10}{25}$, and the last letter would bear the single endorsement of the page of the previous one.

In some large establishments an abstract letter-book is kept, but whether the "briefing" of letters received, as referred to above, or the summarising of the contents of the letters in an abstract book, is required as a part of the routine of an office or not, there is one direction in which the shorthand clerk will find it well worth his while to do a little *précis* writing on his own account—not only upon first entering an office, but for as long as he may remain at his post—namely, in keeping a private summary or abstract book. Everyone who has had any experience in an office, and more especially in the correspondence department, is aware how frequently such questions arise as "What did we offer Mr Smith?"

“What terms were offered to Brown and Co.?”
“When does Mr Brown’s notice expire?” To the shorthand clerk, through whose hands the correspondence of the firm chiefly passes, these and similar questions will naturally be addressed, and in proportion to his readiness in answering them without delay; will he rise in the estimation of his employer. Whatever therefore will tend to make him more apt in this way should be zealously cultivated. To be obliged to look up the answer to such points from the letter-book every time they arose would, of course, be a clumsy expedient. The point upon which information might be sought would probably be very small in comparison with the length of the letter containing it. Perhaps only the difference between a commission of 2 or 2½ per cent, or the date of a contract, or of the expiration of a notice.

In such cases as the foregoing the shorthand clerk should therefore, to assist his memory and provide himself with a ready means of answering such questions, adopt the practice of keeping an abstract book of his own, into which he should enter the principal points, or a “brief,” of the letters he writes, or at least of the more important ones, such as involve questions of contract or liability upon which points might afterwards arise or questions be likely to be asked. He may thus have ready at his hand in a very small compass an epitome of his correspondence, the perusal of which in moments of leisure will be sufficient to enable him, in the great majority of cases, to *at once* meet any such call upon him as that indicated above, and thereby render a prompt service to his employer, which the latter will value the more highly for the pains taken. But the writing of abstracts will of itself well repay the trouble involved, for there is scarcely any kind of mental operation required in an office which is so well calculated as this to strengthen the faculties of judgment and discrimination, and to promote a rapid assimilation of the details of a business. All entries made in this private abstract letter-book should, of course, be made in shorthand, and, if necessary at any point, should be vocalized, as the value of a reference of this kind will depend upon its being easily read at any time after it is written.

But while the above recommendation will be worth

acting upon at any stage of the shorthand clerk's career, there is one other suggestion which applies when he is entering upon his duties. It has been suggested that he should endeavor to make himself familiar with the names and addresses of the correspondents of the firm, and that he should provide himself, if necessary, with special contractions, and with a book for an abstract of the more important letters he writes. To these should be added the recommendation that, during his first year or two, at least, he should keep a diary in which to jot down daily as they arise, any points in the transaction of his employer's business which it may appear desirable that he should make himself familiar with. In this way, and by the expenditure of a small amount of time and trouble, he will gradually acquire a useful stock of information and an insight into the peculiarities of a business or an office, which could not fail to be of the greatest value to him in the discharge of his duties; and, of course, the more methodically the entries were made, and the more ground they were made to cover, the greater would be their value. The plan of making such entries in diary form may be varied by entering them in a common-place book and classifying them according to the respective subjects referred to instead of only by the date at which they occur; each item of fresh information being entered under its proper heading in the classification. The advantage of such entries is that a means of future guidance is afforded by the stock of useful information which is thus gradually got together, and which will probably afford a precedent upon a point which might otherwise involve doubt or difficulty. The mental training involved in the effort required for such classification of information cannot fail to be of the greatest advantage, and for this alone the result would well repay the labor, even if there were no question of its future usefulness as a means of reference; but with both advantages combined there will certainly be sufficient inducement whenever any new point or piece of information arises, to follow the example of Captain Cuttle, and "make a note of it."

It is quite possible that the young phonographer who is seeking to fill the position of a junior shorthand clerk may be inclined to think that these recommendations of

extra duties look rather irksome, and he may feel inclined to ask himself, as others have done, "Why should I do all this if I am not obliged to do it?" The best answer that can be given to such a question is, that there is hardly a situation of any kind, and certainly not in that of a shorthand clerk, in which a youth ever did himself much good who started in life with the notion that he was only going to do just as much as his position *obliged him to do*, and no more. It is these little voluntary acts of forethought and adaptation of means—acts of which it may be said that you would not lay yourself open to be accused of any serious dereliction of duty if you did not perform them—which have a double value in the case of a shorthand clerk. In the first place, it is certain that they will not fail to bring their own reward in the discharge of daily duties, for the shorthand clerk cannot have too many aids to his work, especially when, as a junior, he has everything to learn, and has had little experience in transcribing notes. In the second place these little voluntary arrangements for increasing his own efficiency will enable him to anticipate his employer's wants and to save his time. They are the little straws which show which way the current of a young man's business life is setting, and an employer will be the first to recognize these signs of coming usefulness. They are, in fact, the young man's opportunities, and as opportunity is said to be "bald behind," and, like Time, must be seized by the forelock if at all, they should not be thrown away merely because to make the most of them may mean occasionally doing some little act more than one is *obliged* to do, for by their means many a young man has risen to a position of responsibility and influence who has not had the great advantage which Phonography gives in such endeavors to the corresponding clerk of the present day.

Sometimes, though not often, excepting in a solicitor's office, the shorthand clerk's special qualification may lead to his being employed for a certain class of casual work which does not really belong to the ordinary duties of the office in which he is engaged; work by which his employer would be benefited rather than himself. Of this character was that which recently caused some dissatisfaction among regular shorthand writers who are

retained under the Bankruptcy Act, to take notes of cases in the Bankruptcy Courts under the Board of Trade regulations, and who entered a protest against the practice which it appeared some solicitors had adopted of employing their own shorthand clerks to take notes of cases in which they were retained, and of charging the regular shorthand writer's fee, though the work was done by the shorthand clerk, and presumably included in his regular salary, with perhaps something of the nature of a gratuity thrown in. The opinion of one of the judges upon the practice is not likely, however, to lead to any very extensive development of it, and professional shorthand writers are generally alive to the importance of protecting their own special interests, but it shows one of the directions in which advantage may sometimes be taken of the shorthand clerk's skill without his reaping the full benefit of such service. It is quite possible that an efficient shorthand clerk in a solicitor's office may be competent for doing the work usually assigned to a professional shorthand writer in such cases, but into the merits of the recent controversy on that subject I do not propose to enter.

Again, it may often happen, especially in a provincial office, where a solicitor employs a shorthand clerk, that the former is an agent for one of the political parties in the State. At election times it may be a decided advantage for the candidate for whom the solicitor is agent, that he should be able to obtain a report of a speech by his opponent, especially if he has to speak in the same place before his opponent's speech has been reported in the newspapers. In such a case the solicitor and political agent would probably turn to his shorthand clerk to take some notes and furnish a transcript of the speech, and, whether the agent was able to legally charge for the services of a shorthand writer or not, the shorthand clerk would not be likely to get the full value of his services.

In such cases as the above the attitude of the shorthand clerk should, of course, be governed somewhat by his circumstances. If he is a young man just starting in the work, it will be worth while for him to consider that, though, in such a case, he might be entitled to the value of his services—especially if rendered outside his

regular office hours, yet it might not at first be to his own interest to draw too sharp a line here. The full value of cheerful earnest work can never be exactly measured by the immediate return it secures from those in whose service it is rendered, and any extra duty which will add to his experience he will find it worth while to perform, irrespective of whether his employer could fairly expect it of him, and even if his employer did not deserve the extra service, simply because the doing of it will be adding to that stock of knowledge and efficiency which is the capital by which he hopes to raise himself and better his position in the future.

With regard to the opportunity of seeking promotion, and the means most likely to attain that end, there is unfortunately a natural tendency with a young man to seek "a change," which happily declines with advancing years. The words "unfortunately" and "happily" are used in this connection advisedly, because, in a confidential position, such as that of the shorthand clerk, the value of length of service in one place, whether as a means of securing promotion in the same situation or as a recommendation for a place elsewhere if a change is considered necessary, cannot well be over-rated. To the shorthand clerk who seeks to improve the advantage which long experience gives, it will be necessary perhaps to look a little beyond the advertising columns of a newspaper. Many of the most lucrative situations never figure in advertisements at all, but are filled by recommendations from other offices, and if the candidate for one of these will only seek to avail himself of the best connections his official position affords him, and especially to fraternise in the associations of shorthand writers of the first rank, the reward which proverbially comes to him that can wait, will in due time be within his reach.

Overtime work in the office and employment in the evening occasionally outside the office, may sometimes be reckoned among the "other duties and opportunities" of the shorthand clerk. Whatever may be the strictness of routine which governs the duties of the other clerks, the shorthand clerk will often find himself called upon to vary that regularity, from the fact that his duties depend more upon the personal inclination, and the disturbing element of other engagements of his employer.

The time of departure of foreign or country mails and the need for getting off particular letters by these, will also sometimes interfere with that absolute regularity of office hours which may prevail in other departments. Though the shorthand clerk will generally find his office hours specified, he must not therefore, excepting perhaps in some of the very large establishments, expect every day to regulate the minute of his departure by the clock so much as by the completion of his task. In some railway and other large offices it is the practice to pay for any overtime that may be made, but this is not a general rule in business houses.

Some shorthand clerks seek to turn their talent to account by obtaining employment after leaving the office of an evening, from professional shorthand writers in the Law Courts and other places, who, after a heavy day's note-taking occasionally seek and pay for assistance from others to whom they can dictate a portion of their notes and thus relieve themselves of some of the labor of the transcript. This kind of casual work is generally more easily obtainable by, and the experience gained in doing it is of more value to, the shorthand clerk who is in a solicitor's office than to one engaged in a business house. In the majority of cases in business houses it is more to the point therefore that the shorthand clerk should seek by every means in his power to improve himself for his recognized position, and thus qualify himself for a better situation elsewhere, or justify the expectation of advancement where he is. It is, moreover, a doubtful policy for a young man, who is not driven by stress of circumstances to seek an addition to his income, to deprive himself of all recreation. The old axiom among capitalists against carrying all your eggs in one basket is not without meaning when applied to the distribution of energy, and whatever of mental effort a young man feels equal to after meeting the demands of his daily duties will generally be best applied to something quite different from those duties. For a shorthand clerk who is fully employed in the day to seek shorthand employment in the evening is very much like burning the candle at both ends. The facilities now offered in most large centres by evening classes for the acquirement of modern languages would form the best

opening for any intellectual effort the shorthand clerk feels capable of after leaving his office; and, if he is employed in a commercial house, the result might be very much to his advantage.

These remarks upon casual shorthand employment in the evening will, of course, be understood as applying to the shorthand clerk who has full employment for his art during the day. But to the young phonographer who enters an office fresh from phonographic instruction books, especially in the case of a large establishment employing a senior shorthand clerk, there may not be a sufficient demand upon his shorthand during the day to keep him thoroughly in practice as regards speed. In a large establishment having an extensive correspondence, it is not likely that upon entering the office he would be entrusted with the more important correspondence of the firm. This would fall upon the senior shorthand clerk, and to the junior would be given only such letters as were of a simple character and not very long. In such a case it would be a pity for him to allow his shorthand qualification to fall back when he had gained the first round of the ladder, or to allow himself to drift into a false security by imagining that because he could meet the demand made upon him in his present position, he could therefore consider himself as, henceforth, a fully competent shorthand clerk. Obviously the best policy in such a case would be to practise freely with his Phonography out of office hours; and seek to acquire facility in taking down business correspondence and thus make himself ready for advancement whenever it came. Where one individual fails for the want of an opportunity, nine men fail through not being ready when their opportunity comes, whether it be in the matter of laying up capital for commencing a business or in the accumulation of experience for the duties of a responsible post. Therefore, *be ready, and be thorough.*

WRITING MATERIALS, BOOKS AND ROUTINE.

“**T**AN,” according to Carlyle, “without tools is nothing, but if he uses his intelligence consistently with his tools, he is all.” To this might very well be added that with equal skill and application, the best tools will produce the best work. Experience shows, however, that the selection of writing materials is a matter that may be left pretty much for the shorthand clerk to determine for himself, on the principle that it is better for him to use such materials as he finds he can do the best work with, than that he should be guided absolutely by what has been found most useful to another. The suitability of a pen, for instance, often varies with different individuals, and what may be most suitable for a “light” hand may be altogether too flexible for a “heavy” hand, and *vice versa*.

The above is not, in any way, intended as a recommendation of experiments in the selection of a gold pen. The junior shorthand clerk in his embryo state is not exactly a Cræsus, and there is generally sufficient reason on this ground alone why he should not go out of his way to spend extravagantly in writing materials on his own account when he can get a good serviceable kind in the ordinary office supply. Many prefer a gold pen for shorthand writing, but the writer has generally found a good steel pen to answer every purpose, whether for note-taking or for transcribing. But this is of course no valid reason why anyone else should not use a gold pen if he feels so disposed. The writer would prefer to look upon this as a matter of individual taste rather than of necessity, either way, but if the acquisition of a gold pen should lead a young phonographer to a feeling of pride in possessing and using the best tools, and, consequently, in the production of good work, he would certainly have done well in obtaining one.

The same remarks will apply to a great extent to the kind of paper and stationery used. If the particular kind in use in an office is found to be not quite suited to the shorthand clerk, he has only to avail himself of the first opportunity, and any reasonable requirement will generally be met when fresh supplies are obtained; for the sufficient reason that it is just as much to his employer's interest that he should have materials enabling him to produce the best work as it is to his own.

There are several kinds of note-books now published at a cheap rate specially ruled for phonographers and shorthand writers, and of which all that need be said is that there are two points which should be observed in selecting the kind which is to be used for taking down letters and other business matters from dictation. The book should not be so small as to necessitate a very frequent turning over of the leaves—a letter may sometimes be taken down without any turn-over. But on the other hand the book should not be too large to go into the pocket if necessary. The shorthand clerk may in some offices—more especially in a solicitor's office or in that of a clerk to a public body—occasionally find himself called upon to take down something away from the office—at a board room, a branch office, or the Law Courts, and a note-book to fit the pocket will be the most useful to take with him. For the same reason, though a pen is certainly recommended in preference to a pencil for general shorthand work in an office, the shorthand clerk who is likely to be called upon for exceptional service of this kind should occasionally accustom himself to note-taking with a pencil, which may come in handy when doing anything away from the office.

The letters taken down in the note-book in shorthand should be numbered and dated as they are written, and when the shorthand is transcribed, the pen should be struck through each page of the note-book as it is finished. When a note-book is full it should be endorsed on the outside with the dates at which it commences and ends, and put away for future reference if necessary. In case any particular note-book should contain notes of anything of a special character—such as those of an interview and conversation between the employer and a third party—or anything which is likely to come up for

consideration again, it may be well to note this feature of the contents on the outside of the book with the endorsement.

A good dictionary, a gazetteer, a dictionary of abbreviations (a very handy book of this kind is published by Griffith and Farran at a shilling) "Whitaker's Almanack," a postal guide, and a list of proper forms of addressing persons of rank and title, are among the books of reference which should find a place on the shorthand clerk's desk. With regard to the particular books which a shorthand clerk should seek to become acquainted with as a part of his education in the special work of his office, it has already been suggested that if he is engaged in the office of a business house he should seek to make himself familiar with that phase of political economy which deals with the laws governing the markets of the world and the distribution of wealth and industrial products; also with the commerce of those countries with which such business house has connections, but the hint is obviously one which admits of a broader and more general application.

All shorthand clerks are not employed in business houses, and many are employed in offices having but a remote connection with commercial transactions. But, though it may be difficult for this reason to recommend any particular books the reading of which will help the shorthand clerk to a more intelligent understanding of his work, there is one general recommendation which will apply to almost every possible situation in which shorthand is required. There is in these days of specialists hardly a profession or trade of importance which does not claim its special organ known as a trade or class journal devoted to its particular interests. Thus, in a solicitor's office there will be the *Justice of the Peace*, or the *Law Journal*; in a local government office, the *Local Government Chronicle*; in a mercantile office, the *British Mercantile Gazette*, *Economist*, *British Trade Journal* and others; in a shipping office, the *Shipping Gazette* and others; in a School Board office, the *School Board Chronicle* and others; in a bank, the *Bullionist*; in an insurance office, the *Insurance Gazette* and others; in a railway office, the *Railway Record* and others; and so on for almost

every profession or trade of importance. The shorthand clerk should be a diligent reader and careful student of the particular class journals which have a bearing upon the business or profession he is serving, for in them he will find concentrated, from time to time, much valuable information which will not only be useful for the efficient discharge of his ordinary duties, but if treasured up and digested will materially enhance his prospects of advancement. He will thus have much that concerns the business or professional interests of his office at his fingers' ends, and, being able to answer a question instantly, where another might be a minute or two looking it up, he will be able to save the time of his employer, and advance his own interests as well.

Routine, or the regulation of business details by a system of fixed rules, checks and counter-checks, may be described as the machinery of a business, and occupies such an important place in regard to the functions of those employed in an office that a few words on the subject can hardly be out of place or unnecessary. The fellow with "a soul above routine" had better reconsider his plans even as to a shorthand clerkship. The man who rises above routine in an office is generally a man who has first thoroughly mastered routine and made it his servant; but the man who never rises above routine is generally the man who has allowed routine to become his master, and herein lies the chief distinction of the effect and value of routine on the individual character of those employed in business or an office. It is a good servant which cannot be dispensed with, but a bad master to those who can do nothing but what it bids them.

The natural aptitude for the assimilation of routine into individual habits is often very much a question of temperament, and in this direction routine is liable to an abuse which may lead to intellectual weakness. There are not wanting, for instance, plodding useful clerks who by constitutional temperament enforced by habit, have become so wedded to routine as to dwarf their mental stature until routine represents the mental tether beyond which they cannot go, or the mental tramway on which alone they can run smoothly. They are the mere machine-minders of the concern, and can

never expect to rise to the position of chief engineer of the machinery which drives the business. It is theirs to stand by and see that the wheels interlock at the right moment until the habit becomes so strong as to remind one of Oliver Wendell Holmes's amusing picture of the faculty of calculation descending to the level of a Babbage's calculating machine; a thing "without brains, without heart, too stupid to make a blunder; that turns out formulæ like a corn-sheller, and never grows any wiser or better though it grind a thousand bushels of them."

The above is, however, the extreme, or mechanical aspect of routine, with which the successful phonographer is not so likely to content himself as some others might be. Indeed, the danger in his case is more likely to be the other way, for experience and observation will, I think, justify the remark that the great majority of phonographers, or, at any rate, of those who take up the art in earnest and succeed with it best, are young fellows of enthusiastic temperament, and a lively imagination; and for these reasons they would be more likely to feel the irksomeness of routine, but at the same time to need more of its restraining influence. To whatever extent this may be true, to that extent will the discipline of routine be of value in checking that species of mental activity which, though of the highest value to carry an individual forward successfully in his general course, may occasionally carry him too hurriedly past a point at which the routine-made "machine-minder" of an office just referred to, would have seen a danger signal ahead, and *would have escaped the risk of a mistake by sheer force of habit.*

To the youth on first entering a large office the complicated points of detail which go to make up the routine of the establishment may at first sight seem formidable, but instead of rebelling against them as "a nuisance" or unnecessary, let him pause and take cognizance of the fact that the same thing has been required of those who are occupying higher positions to which he may aspire, and that even if there were no question of obedience to the rules of an office, the individual who has not yet grasped the whole cannot be expected to say what part of the machinery can be dispensed with. It is true,

no doubt, that the shorthand clerk may be a little less bound by routine than a general clerk, but a youth who enters an office for the first time must not expect to escape any of its requirements, and should rather seek to avail himself of the discipline it affords. Certainly, in a large establishment, he will find that everything he does will be hedged about by checks and counter checks—checks against errors and checks for reference. The routine of an office varies so much, however, in different establishments that it is impossible to point out exactly what the young shorthand clerk will be called upon to meet in this direction. It is more to the purpose to point out some general principle which will enable him to understand what underlies the subject, and to get at the soul of routine—at the kernel instead of contenting himself with the mere forms which constitute the shell.

In giving point to any leading condition of success the example of Demosthenes has often been copied in other directions. When the great Athenian orator was asked what was the chief part of oratory he answered *action*; when again asked what was the next part he again answered ACTION; and when again asked what was the next, still answered ACTION. So to the youth who is entering an office for the first time, without any previous discipline or experience of business life, if the question is asked what should be the chief and guiding principle of action in regard to the *accurate* accomplishment of his work and as a foundation to build upon, I think the answer would be this—*verify*, VERIFY, VERIFY. That is, look over what you have done, and compare it with the original from which it is taken or in the light of such materials as you have to guide you. Do not trust to memory entirely, however good your memory may be, when you have the means of verifying close at hand; do not trust to a mere impression that you are right—a natural tendency with beginners—when you are able with a very little trouble to confirm that impression and prove that you are so. Upon these remarks it follows that the chief importance of routine to the beginner in an office is its value on the negative and lowest side of business life—as a means of checking error in execution. Its checks and counter-checks may thus keep the beginner from falling back, but, on the other hand, they

can never be the means alone of enabling him to go forward. He can never hope to rise without routine, and can never rise very high if he content himself with it. Let him therefore remember that there is a positive as well as a negative side to his work—that while compliance with the routine of an office will prevent his losing ground, he will still need enterprise, judgment, and discretion, in seizing opportunities of anticipating his employer's wishes to enable him to go forward and secure that position of responsibility and trust for which Phonography in an office has given him so good a start.

Finally, the shorthand clerk who would get through his work with comfort to himself and satisfaction to his employer, cannot be too particular in the cultivation of habits of neatness and order in the use and arrangement of his materials. This is a point which is well worth some attention, because upon it will depend not only the excellence of his work but also in some measure the favorable opinion of those whom he serves.

SPECIAL PREPARATION.

WHEN the workman is about to commence a new task he looks to his tools, and when the traveler is about to start on a journey through a comparatively strange country he looks to his charts and his instruments of observation, and lays in such provisions as the probabilities of the case and the experience of others seem to indicate as the most likely to be useful. It has been shown in the course of these chapters how great and increasing is the demand for shorthand in an office, and that shorthand in an office practically means Phonography in an office. An endeavor has been made to show what are the kinds of openings for shorthand, how they may be best obtained, what would be expected of a person when he has obtained a situation, and the best method of doing it. It has also been contended that a large number who learn the art of Phonography in the hope of using it in an office fail to make it of real use simply for the want of a definite aim, and of special well-directed effort towards realizing the particular end in view.

As an essential part of the plan and scope of these chapters, and for the benefit of the young phonographer who is looking for an official career, it may now be worth while to enter, with a little more detail, into the point which has already been hinted at, namely, that the remedy for at least some of the many failures which have been referred to may be found in the learner of Phonography who is anxious to turn his art to account in an office, being provided with a special kind of practice, when getting up speed, which will help to make him familiar with the language of business and afford a much fairer test of what he would be able to do when actually engaged in the work of an office. For some of the special exercises which are to follow, it is not claimed that they contain anything which an intelligent shorthand clerk with a ready faculty of observation and

resource might not by experience learn for himself, but the aim in view has been to meet some possible difficulties *beforehand*, rather than, for the want of special preparation, to face them when experience may come too late to make the remedy satisfactory.

The special exercises to follow are drawn up chiefly in the form of business correspondence, in the language of every-day business life, and their chief value will be found in the fact that while each is directed to some special or peculiar difficulty and its remedy, they can be used for a preliminary practice in the work of business correspondence, and, at the same time, as a test of speed in that kind of composition which the phonographer would be called upon to write when entering an office as a shorthand clerk. Their full value cannot, therefore, be extracted with the best results by merely learning the correct outlines and transcribing them accurately. The list should be written out from dictation, at first at a rate at which the phrases can be taken down easily; and then, increasing the speed, they should be written *again and again* until they can be written very rapidly; and if any particular sentence should be more difficult than the rest it should be singled out for a special "drilling."

"A breach is made in the fort by bringing all your guns to bear upon a single point with terrible earnestness." Even if it should seem tame work by repetition, there is the encouragement of Abraham Lincoln's experience of the value of keeping on "pegging away," and the young phonographer will soon have the satisfaction of finding that he can take down business correspondence with even greater facility than he would an article from a newspaper. Such a course of practice could not fail to give him confidence on entering an office as a shorthand clerk, and would also give him a great advantage in any preliminary test examination, compared with an applicant whose practice had been confined entirely to sermons and lectures, though it is not recommended that the latter opportunities for practice should be neglected when getting up speed, because the act of writing *in the presence of others* is in itself of some value.

The number of words will be given at the end of each

letter and the young phonographer may, when he has acquired a degree of facility in taking them down accurately, test his rate of speed and thus form something like a definite idea of his shorthand ability. He is also strongly recommended to accustom himself freely to the practice of transcribing these and any other similar exercises he may practise upon, bearing in mind the hints and directions which have been given on the subject of longhand business letter-writing. By a steady persevering practice of this kind he will have prepared himself in the best way possible, short of actual experience in the work, for both sides of one of the chief duties of a shorthand clerk; namely, the taking down and transcribing of business correspondence.

BUSINESS PHRASES AND CONTRACTIONS.

WHILE the language of business may, in different departments, be marked by a special character of its own, which at first might prove a stumbling-block to the young phonographer, there is another side of the subject which will tell very much in his favor later on. The language or phraseology of business correspondence is capable of being expressed briefly in shorthand to an extent which would be impossible in other departments. In the case of shorthand for the press, for instance, the form of language required to be taken down is almost as various as the subjects which come before the public ; and the newspaper reporter may one night be reporting a lecturer who is discoursing upon the unfathomable wonders of the starry Heavens, and the next morning a discussion on the dietary of paupers. The language which the shorthand clerk is called upon to write, has, if not a limited vocabulary, at least a certain groove in which it generally runs ; and the proportion of phraseograms which may be used in business, as compared with the total number of words taken down, will be greater than in other departments of shorthand work.

As soon as the shorthand clerk has made himself familiar with the language of business, he may adopt the practice of writing phrases freely, and of lifting the pen at much longer intervals than he would at first have thought possible. It is true that, in course of time the taking down of correspondence may thus become something of a mechanical act, but the shorthand clerk will probably find some opportunities for the exercise of his art so as to keep up an all-round facility in its use ; if not, he should seek them. The following is a moderate specimen of what may be done without lifting the pen in a business letter, and the practice may be carried further still in actual work, after some experience has been gained.

Handwritten symbol resembling a stylized 'y' or 'j'.

Handwritten scribble or mark.

29 2 1885

Handwritten symbol resembling a cursive 'a'.

Handwritten symbol resembling a cursive 'b'.

Handwritten symbol resembling a cursive 'c'.

Handwritten symbol resembling a cursive 'd'.

Handwritten symbol resembling a cursive 'e'.

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Handwritten symbol resembling a cursive 'l'.

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Handwritten symbol resembling a cursive 'n'.

Handwritten symbol resembling a cursive 'o'.

TRANSLATION.

Bristol,
29 September, 1885.Mr Blackmore,
Devonport.

Sir,

In reply to your letter, I am requested to state that the matter about which you require information is being taken into consideration by this Company.

The presumption contained in your letter is correct with regard to the manner in which the financial statement has to be made. We shall be able to give you any help which you may require in the compilation of your returns, but of course it must be distinctly understood that we do not undertake such work in the capacity of officials of the Company, and any such service will of course be rendered only in cases in which you may think it worth while to incur the expense of professional assistance.

With respect to the inquiries in the second part of your letter I am awaiting further returns in answer to the letters I have sent to some of our agents, and of course cannot answer till these returns have been received.

I am, yours truly,


























































FRANK THOMSON.





















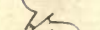

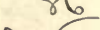
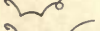
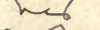


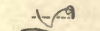
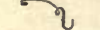
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



























and , which, considering the frequency of the occurrence of the words represented, may very well be adopted for "in reply to your letter," and "I am requested to state," respectively. The young phonographer should get this letter dictated to him for practice.

























































The following list of business phrases and contractions, the words of which have been selected from a wide and varied field of business correspondence, will be found to cover most of the more frequently recurring groups of words in general business letter-writing. Many of them will be found to be of very frequent occurrence, and there are very few of them in which the shorthand outlines suggested will not prove useful to the shorthand corresponding clerk.





























	According to agree- ment		all claims
	Act of Parliament		all expenses
	account sales		always endeavor
	additional expense		and if you can in- form me
	after due considera- tion		another time




























	any further		by telegraph
	any inquiries		by their order
	as a matter of course		by their request
	as a matter of fact		by which you will see
	at all events		by wire
	at any rate		by wire at once
	at his request		by your letter
	at my request		by your request
	at their request		cannot account
	at your earliest con- venience		cannot answer
	at your request		cannot be forwarded
	Balance due		cannot be sent
	balance sheet		cannot decide
	be considered		cannot do so
	be good enough		cannot give any in- formation
	being satisfactory		cannot say
	best care and atten- tion		charter party
	best of my ability		copy of my last letter
	best of our ability		Declare a dividend
	best quality		deliver at once
	Bills of Lading		deliver immediately
	by goods train		directors of the Company
	by his own state- ment		directors' report
	by his request		discount for cash
	by letter		dishonored accept- ance
	by my letter		dissolution of part- nership
	by my request		does not in any way
	by our invoice		
	by passenger train		
	by telegram		

 Early attention
 early consideration
 early inquiry
 early investigation
 early reply
 enclosed letter
 enter into partnership
 enclosed please find
 extraordinary meeting
 Facts of the case
 financial affairs
 financial statement
 first instant
 first intimation
 for one moment
 for their interest
 for the trade
 for which you require
 for yourselves
 from my last letter
 from the enclosed
 from the last report
 from your letter
 fully considered
 further consideration
 further examination
 further particulars
 further remarks
 further reply

 future time
 Goods not to hand
 goods train
 great disappointment
 grant my request
 gross receipts
 Has been considered
 has been taken into
 consideration
 has been directed
 has to be considered
 have been directed
 I am certain that
 I am directed
 I am directed to state
 I am endeavoring
 I am extremely
 I am extremely sorry
 I am in receipt of
 I am obliged
 I am rather surprised
 I am ready
 I am requested
 I am requested to state
 I am very sorry
 I am very sorry that
 I beg to enclose
 I beg to enclose cheque
 I can assure you





















	I do not understand		I shall receive
	I enclose account		I shall rely
	I enclose cheque		I shall require
	I enclose herewith		I think you cannot expect
	I enclose letter		I think you will re- ceive
	I enclose copy of letter		I trust you will re- ceive
	I enclose payment		I trust you will be able to
	I enclose receipt		I will be responsible
	I have endeavored		I will consider
	I have no objection		I will endeavor
	I have sent cheque		I will inform them
	I have sent notice		if we are informed
	I have since received		if we receive
	I have the honor		if we understand
	I have the satisfaction		if you are in want of
	I have to inform you		if you are successful
	I have to thank you		if you require
	I hope you will find		if you will oblige
	I hope you will in- form me		in addition to this
	I hope you will re- ceive		in addition to which
	I hope you are satisfied		in consideration
	I shall be obliged		in consideration of your
	I shall be pleased		in exchange
	I shall endeavor		in the course of a few days
	I shall expect		in the course of a few months
	I shall expect to receive		in my last letter
	I shall expect to receive		in my letter
	I shall expect to receive		in my opinion

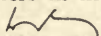

 in my report
 in my reply
 in reply to your letter
 in respect to your letter
 in the market
 in the matter
 into the matter
 in the same direction
 in this case
 in this instance
 it gives me great pleasure
 it gives satisfaction
 it has been considered
 it is not expected
 it will be considered
 in which you will notice
 in which you require
 in which you will see
 in your last letter
 in your letter
 in your reply
 in your reply to my letter
 Just possible
 Managing director
 manufacturing interests
 many circumstances
 matter of course
 matter of fact

 may I ask you
 most unsatisfactory character
 my last communication
 my last letter
 my letter
 my own satisfaction
 my previous letter
 my terms are cash
 Necessary arrangements
 necessary attention
 no communication
 no such order
 no such order was (or has been) received
 Of this date
 other companies
 Per annum
 Post Office Order
 railway companies
 respectfully request
 satisfactory reply
 satisfactory report
 satisfactory answer
 some time ago
 special manufacture
 To our satisfaction
 Under bill of sale
 under writers

	unless we receive		which are quite satisfactory
	unsatisfactory ar- rangements		which are quite sufficient
	We are confident		which has been ta- ken into consideration
	we are in position		which has been con- sidered
	we are not satisfied		which will be con- sidered
	we are quite satisfied		which will be taken into consideration
	we are satisfied		which you may require
	we are sorry to in- form you		which you will receive
	we are sorry to say		will be considered
	we beg to acknow- ledge		You are at liberty
	we beg to call your attention		your consideration
	we beg to enclose herewith		your last letter
	we enclose cheque		your obedient servant
	we enclose herewith		your reply to my letter
	we enclose Post Of- fice Order		you may rely
	we have to thank you		you may require
	we have the satis- faction		you may consider
	we respectfully re- quest		you must consider
	we shall expect		you will be sorry
	we shall require		you will consider
	we will thank you		
	were in good condi- tion		
	were sent by mistake		

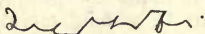
OFFICIAL NAMES AND TITLES.

	Great Eastern Rail- way		Bill of Exchange
	Great Northern Railway		Board of Trade
	Great Western Railway Company		Bankruptcy Court
	Midland Railway Company		Chamber of Com- merce
	Metropolitan Rail- way		General Manager
	London, Brighton & South Coast Railway		Government stock
	London, Chatham and Dover Railway		Income Tax
	London and North Western Railway		Limited Liability Company
	Bank of England		Promissory note
	Bill of Sale		Stock Exchange

The foregoing are not all that may be adopted in the way of business phrases, nor will every one be found of equal value in different kinds of situations. There is no finality in the practice of phraseography, and it is of more importance perhaps that the young phonographer should know how to apply the principle underlying the practice, than that he should merely commit a list of phrases to memory, however well selected such a list may be. The list which has been given should therefore be taken as an indication of the direction in which the writer may add others in his practice. The beautiful phonographic form  for instance, is a key to a long string of similar groups of words which may be easily written without lifting the pen. In extending the practice there are three primary conditions which must be complied with. 1. Words to be connected in a phrase must be such as occur frequently together and have a natural connection in the structure of the sentence. Thus it would not do to write, "I am, however, glad to be able, etc.," as  etc., because it would read, "I am *very* glad," instead of "however." 2. The phonographic form selected for a phrase or contraction should

be one that is easily written. 3. The phrase should be easily read. If a phrase is deficient in these three conditions it is better to write the words disjoined.

It does not "pay" to burden the memory with numerous forms of phrases and contractions unless there is a considerable saving gained by the practice. Authors of the older systems of shorthand were very fond of manufacturing ingenious phrases or rather symbols. The learner was taught to write, perhaps, the words, "from one end of the world to the other" by the suggestive picture θ , only to find that he was not called upon to write that particular group of words once in a year. Phonography has no alphabetic shortcomings to apologize for in this way. In the foregoing list the alphabetic principle of contraction has been adopted, to which may occasionally be superadded the principle of intersecting alphabetic forms, as in r (railway company), without any sacrifice of phonographic consistency. All ingenious and artificial devices which carry the pen far above or below the line should be avoided. That Phonography may be written in phrases without such unsafe and unnecessary forms, and still give ample facilities for writing without lifting the pen, may be seen by the phonographic expression of the following string of purely business terms:—




[There is no inquiry in the market just now.]



which, though not recommended as a phrase, is a sufficient illustration of the way in which Phonography has reduced shorthand to safe and fluent alphabetic writing on a scientific basis, and points the way to an almost unlimited field of phraseography without burdening the memory with ridiculous analogies.




















































BUSINESS OUTLINES.

BUT after all, the vital part of the shorthand clerk's ability in taking down business correspondence will be his readiness to give rapid shorthand expression to individual business terms rather than to show his skill in the compilation of business phrases. As a part of the special preparation which the writer is advocating in these pages, this point is one which deserves attention. Every shorthand writer knows that all the words in the dictionary cannot be written in shorthand with equal facility even when of equal length. Indeed, it would be quite possible to select two separate hundreds of words each with the same number of syllables, and in the one case the shorthand writer should be able to write the hundred words in half the time that it would take him to write the other.

Upon the above principle the author has selected from Mr Isaac Pitman's "Phonographic Dictionary" an exhaustive list of the words frequently used in business correspondence, and then, from this selected list, has further selected such words as would be likely to present, when suddenly arising in the course of dictation, the most difficulty in the way of instantly remembering and writing the outline. If the reader says that he has his "Phonographic Dictionary" to refer to for such words, I can only say that I hope he has, and that every phonographer will get a copy of that really admirable book, too, but the point is that you cannot carry a dictionary in your head, and an employer of a shorthand clerk will not expect you to pull him up to consult a dictionary for words which are the very coin current of business life. The following list of business outlines is made up of words which, for the most part, it is absolutely necessary that the shorthand clerk should be able to write with as much facility as he would the ordinary grammalogues of Phonography, and he will therefore find it very much to his advantage to practise writing them, *again and again*, until he has acquired that degree of familiarity with them.



















































 Abstract
 accommodate

 accountant
 accuracy

	accumulation		certainly
	additional		certificate
	adequately		circular
	adjudication		collector
	advert		commission
	advertise		compensate
	advisable		comprehensive
	alternative		confidential
	animadvert		conscientious
	announcement		consecutive
	answerable		consignment
	arrangement		contradiction
	ascertain		correspondence
	assets		counteract
	assistance		courtesy
	assurance		customer-ary
	attributable		Declaration
	Bankruptcy		defalcation
	beneficial		default
	Calculation		deficit
	canvasser		deliberately
	capacity		demurrage
	capitalist		departure
	catalogue		deposit
	censure		depreciation
	certainty		

ك	desirability
ك	details
ك	determine
ك	disappointed
ك	disappointment
ك	disarrange
ك	disastrous
ك	disclose
ك	disconnect
ك	discontinue
ك	discouraged
ك	discrepancy
ك	disposal
ك	disqualification
ك	disregard
ك	dissatisfied
ك	Embargo
ك	embarrassment
ك	enclosure
ك	enhance
ك	equivalent
ك	exorbitant
ك	extensively
ك	Facilitate
ك	fictitious
ك	foreclosure

ك	fraudulent
ك	Generously
ك	gratification
ك	Illustrated
ك	impossibility
ك	improper
ك	increasingly
ك	inexpensive
ك	Liquidation
ك	Maximum
ك	memorandum
ك	minimum
ك	Necessitate
ك	negligent
ك	negotiation
ك	nominal
ك	Obligation
ك	occurrence
ك	opportune
ك	ordinary
ك	Persuaded
ك	practicable
ك	precisely
ك	preference
ك	preferential
ك	proclamation
ك	protective
ك	profitable

	prohibitory		signature
	proposal		sincerely
	prospectus		speciality
	punctual		speculation
	Qualifications		stipulation
	quantity		straightforward
	quarter		successors
	Re-arrangement		suitable
	re-establish		superintendence
	reciprocal		superior
	recompence		suspended
	recover		suspicious
	reference		systematical-ly
	registration		Tendency
	registrar		transaction
	remittances		troublesome
	resource		Unaccountable
	respectful-ly		unconditional
	restriction		unreasonable
	salesman		unexpected-ly
	satisfactorily		unsuitable
	satisfies		unwilling
	separately		uncertain
	shareholder		unworthy
			Vacancy
			Warehouse
			workmanship

THE USE OF FIGURES.



THE use of figures in the ordinary routine of an office, and in business life generally, is so large and important an element that the shorthand clerk who would be fully qualified to enter upon the duties of his post should not only have some knowledge of accounts, and be "quick at figures" in the ordinary sense, but he should especially endeavor to acquire the ability of rapidly and accurately combining his shorthand with figures. In the majority of cases there is reason to believe that learners of shorthand do not pay sufficient attention to this point; and, if they do attend to it at all, limit their practice to convenient round sums which may be partly expressed by a shorthand letter, as 5 $\frac{1}{8}$ for £5,000. This, though a convenient mode of expression, is not of so much value as it may seem, because the figures themselves may generally be written almost as quickly as they are uttered, and there still remains the necessity for writing all figures which are not in even round sums, in full.

The principal difficulty to be overcome when taking down passages in which figures occur freely is the tendency to hesitation and halting at the point of transition from figures to shorthand and *vice versa*. It is essential that practice with figures should be *thorough* and *varied*. Figures, like facts, are "stubborn chiefs," and will not be trifled with. The shorthand clerk should, therefore, spare no pains in seeking to take down his figures accurately, even if an unimportant word should have to be omitted. For this there is the all-sufficient reason that in transcribing figures it is a case of "every tub standing on its own bottom." With ordinary phrases or clauses of a sentence it has been shown that there are several aids which may be called in to solve a doubtful passage should the writer be careless or hard pressed enough to write one, or you may even throw the Phonographic Jonah overboard altogether, and convey what is the obvious meaning by some other word. But with

a figure no amount of knowledge of the business, no aid from a friendly context, and not even the good offices of a colleague, can be absolutely relied upon. Excepting in the rare case in which the sum to be taken down is a part of a total, or the total itself of which all the component parts are given, there may be nothing whatever to save the risk of mistake but *the accurate taking down of each figure.*

While the author would always recommend the writing of figures in preference to shorthand signs for figures, and in a general way the writing of the whole of the figures in preference to abbreviations for figures, there are certain classes, and certain associations, of figures with regard to which the principle of contraction recommended in other directions may be applied with advantage where the shorthand clerk finds that figures are likely to form a heavy part of his note-taking. The writer has frequently adopted contractions in his own practice, some of which agree with those recommended by Mr T. A. Reed in his book on "Technical Reporting."* For the sake of uniformity among phonographers, and also because Mr Reed's rules for contractions for the expression of figures will be found to be complete, practical and safe, the writer is glad to insert them here for the benefit of those who may find such contractions either necessary or desirable in their work. The following, with one or two unimportant omissions, are Mr Reed's contractions for the expression of certain sets of figures :—

The common fractions, $\frac{1}{4}$, $\frac{1}{2}$, $\frac{3}{4}$, which, if they occur frequently, are much too long for the writer, may be thus abbreviated :—

$\frac{1}{2}$ by a straight stroke above the figure to which it belongs, as $\overline{2} = 2\frac{1}{2}$; $\overline{5} = 5\frac{1}{2}$.

$\frac{1}{4}$ by a straight stroke in the same position, with an initial tick or hook, as $\lrcorner 1 = 1\frac{1}{4}$; $\lrcorner 2 = 2\frac{1}{4}$.

$\frac{3}{4}$ by a straight stroke in the same position, with a final tick or hook, as $\overline{4}' = 4\frac{3}{4}$; $\overline{16}' = 16\frac{3}{4}$.

Other fractions should be written in the ordinary way, as $\frac{9}{10}$, $\frac{5}{16}$.

* See advt. at the end of this book.

In the common phrases, *three or four, four or five, five or six*, etc., one figure may be placed under the other, so as to save the expression of the word *or*; thus,

$\frac{3}{4}$ = three or four; $\frac{9}{10}$ = nine or ten.

Hundreds may be written with a straight horizontal stroke by the side of the figure to which it belongs, thus $4- = 400$; $16- = 1,600$.

Thousands may be written with a straight horizontal or slightly sloping stroke under the figure to which it belongs, thus, $\frac{7}{-} = 7,000$; $\frac{120}{-} = 120,000$; $\frac{3}{-} = 300,000$; $\frac{15}{-} = 1,500,000$.

Pounds (whether in money or weight, the context distinguishing) may be expressed by a dot following the figure to which it belongs, thus:—

$1. = \text{£}1$ or 1 lb.

$5. = \text{£}5$ or 5 lbs.

$4\tau = \text{£}400$ or 400 lbs.

$\frac{10}{/} = \text{£}10,000$ or 10,000 lbs.

$\frac{3}{-} = \text{£}300,000$ or 300,000 lbs.

$\frac{4}{\tau} = \text{£}400$ or $\text{£}500$, or 400 or 500 lbs.

$\frac{5}{/} = \text{£}5,000$ or $\text{£}6,000$ or 5,000 or 6,000 lbs.

One advantage of this method is that when shillings follow the pounds the dot serves as an ordinary dividing mark, thus $5.10 = \text{£}5.10$; $1.3\overline{6} = \text{£}1. 3. 6\frac{3}{4}$.

If the writer, following very closely upon a speaker, writes the horizontal stroke to represent *thousands*, and finds that other figures follow he can write them under the stroke, instead of erasing it, as,

$\frac{5}{240} = 5,240$; $\frac{3}{01} = 3,061$; $\frac{8}{9} = 8,009$.

Hundredweights, the phonographic outline for which is rather long, may be written with two dots following the figure to which it belongs, thus,

$9: = 9$ cwt.

$\frac{2}{:} = 2\frac{1}{2}$ cwt.

$2:3.16 = 2$ cwt, 3 qrs., 16 lbs.

Per cent can be written with the phonographic letter $\backslash p$ following the figure to which it belongs thus,

$6 \backslash = 6$ per cent; $\frac{2}{\backslash} = 2\frac{1}{2}$ per cent.

Per cent per annum may be written with two *p*'s $\backslash\backslash$ following the figure, thus,

$$\overline{4}\backslash\backslash = 4\frac{1}{4} \text{ per cent per annum.}$$

It will be seen that Mr Reed has made no provision for the expression of *tons* in connection with *hundred-weights*, but in many cases such denomination would frequently have to be written in this connection. Where it has to be written frequently in this way I would suggest the writing of a short thick dash after the figure for the tons. By adding, for instance, 6 tons to the line given above, it could then be taken down as 6- 2: 3. 16 = 6 tons, 2 cwt, 3 qrs., 16 lbs. If, however, the reader should wish to make use of these contractions for figures it is obvious that he must practise upon them until their use becomes "as familiar to him as A B C."

Let the young phonographer who has confined his practice to platform and pulpit utterances get someone to dictate the following letter to him until he can take it down accurately at the rate of 120 words per minute or more. Where two or more words are connected by a hyphen (-) they should be written as a phrase:—

Manchester, 26 May, 1886.

Messrs Johnson and Co., Birmingham.

Gentlemen,—We have considered the points raised in your letter (of the) 21st inst., and have compared the same with the sums included in the financial statement, which has been forwarded to you.

With regard (to) the sums which appear in that statement, we find that, when taken out from the body (of the) statement the sums which you require to be explained would be correctly stated as follows, viz. :—

Special charges, £45,000, or a fraction of nearly $\frac{1}{6}$ (of the) whole ; general charges, £253,000 or a fraction of $\frac{3}{4}$; making a total, including the column for extras, of £298,946 10s. 4d. altogether. In addition to this, there would have to be taken into account the sums of £40,000 and £105,000, besides the balance (of the) establishment loan amounting to £104,196 8s. 3d., upon which interest would still be charged at the rate of $3\frac{1}{2}$ per-cent per-annum, amounting for the period you mention to about £23,000, or in exact figures to £22,967 19s. 3 $\frac{1}{2}$ d.

We shall be glad to hear from you, and to know that, upon further examination, you have found the figures correct as stated.

We are, yours faithfully,

BARCLAY AND SIMMONS.

[262 words.]

It will be observed that the difficulty to be overcome in taking down a letter containing figures such as the above is not only the transition from shorthand to figures and *vice versa*, but also of getting over the habit of abbreviating for the expression of round numbers clashing with the necessity for writing odd sums in full. The essential point in the use of figures with shorthand is *clearness*—absolute and reliable; and the student of Phonography should practise such passages *again and again* until the transition between shorthand and figures, and between round sums which may be abbreviated and odd sums which must be written in full is both easy and natural to him. It may be that the shorthand clerk would not often have to take down so “heavy” a letter as the above, but the principle it is intended to illustrate will often arise in one form or other, and should be grappled with.

Another minor difficulty which is common to the rapid writing of figures arises through a sudden break in the mental operation of running down from thousands to units where one of these factors is represented by a *nought*. Thus, a writer may be able to run easily through the gamut from hundreds of thousands down to units where each denomination is represented, but may still be baffled by the rapid reading of such a sum as £45,005. Take the figures in the following extract from a life assurance report:—

Provident Life Office.—From the report (of the) Provident Life Office for the year ending Dec. 31st it appears that proposals were received for new assurances amounting to £620,375; and 1,085 policies were granted for £520,851, of which £10,000 was reassured. The new premiums, including £3,159 received for single payments, and after deduction for reinsurance, amount to £25,146 as against £18,060 for the previous year. Proposals for £99,524 were declined or not completed. The claims were £203,075, and exceed the amount for 1884 by £11,134. The annual income is now £323,780, showing an increase of £8,209 upon the revenue for the previous year. The total funds (of the) office on the 31st December were £2,455,791, having increased during the year by the sum of £66,835. The average interest realised was £4 4s. 6d. per cent as against £4 4s. 2d. for the previous year.

[248 words.]

In not a few cases shorthand clerks are employed in offices connected with the administration of the Public

Health Act. The clerk to such governing bodies is generally a solicitor, and in such a case the shorthand clerk will, in all probability, have, besides the correspondence, to take notes for draft reports, etc., or of letters containing figures of the character given in the following :—

The annual rate of mortality in-the eight Scotch towns, which had-been 24·4 and 24·1 per-thousand in-the preceding weeks, declined to 22·9 in-the week ended December 28th. This rate, however, exceeded by 3·6 the mean rate during-the same week in-the 28 English towns.

The rates in-the Scotch towns last-week ranged from 10·6 in Leith and 18·7 in Dundee, to 24·9 in Glasgow, 26·6 in Perth, and 35·2 in Paisley. The 560 deaths in-the eight towns showed a decline of 28 from-the number in-the previous week.

In-all, there-were 43 deaths from-the principal zymotic diseases, against 56 and 51 in-the preceding weeks. These 43 deaths were equal to a death-rate of 1·8 per thousand, which-was 0·5 below the mean rate for-the-same diseases in-the 28 English towns.

[180 words.]

On the subject of the incorporation of decimals with shorthand the reader is advised to write them exactly as they are given in the preceding exercise. The decimal point should be clearly shown, and placed well up between the figures thus, 1·2.

In these days when so much of the business life of the country is carried on by public companies, another specimen of figures may be given for dictation practice as follows :—

Finsbury Pavement, London, E. C., 2 Jan., 1886.

Mr Chas. Smith, Liverpool.

Dear-Sir,—At an extraordinary-meeting (of the) shareholders (of the) Mining Company, Limited, held at-the Cannon Street Hotel on-Monday Jan. 1st, the following resolutions were submitted to-the-meeting :—

(1) To reduce the capital by £62,500, by cancelling-the paid-up capital unrepresented by available assets, to-the extent of 5s. per share on each (of the) 250,000 shares which-have already been issued.

(2) To further-reduce the capital by £62,500, by reducing the nominal amount (of the) remaining 250,000 shares from 10s. to 5s. each, thereby leaving the nominal capital (of the) Company at £125,000 divided into 500,000 shares at 5s. each.

The chairman stated that if-the resolutions were-not passed, it-would virtually mean no dividend for-the next two years, and possibly at a future meeting the shareholders would-be asked to sanction

the issue of £50,000 more shares, but that would be in connection with a contract which he himself would accept if the shareholders did not.

The resolutions upon being put to the meeting were carried unanimously.

I am, yours obediently,







JAMES MACPHERSON,
Secretary.

[230 words.]

With respect to the number of words in the foregoing letters it may be of interest to state that in counting figures for the purpose of testing speed in writing, the principle adopted is, not to allow a word for a figure, or a given number of figures, but to allow just so many words as the person dictating has to pronounce in calling out the figures. Thus "two hundred and fifty thousand" would count as five words; £5 13s. 9d. as six words, and 2·5 as three words. The fact of the number of words being given will, the writer hopes, be taken as an indication that all letters and extracts which have been or may be given, are intended to serve the double object of illustrating some particular point or difficulty, and as dictation exercises.

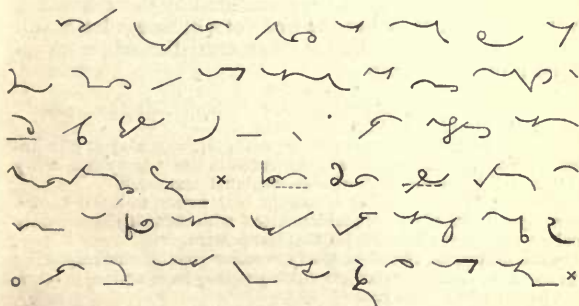
INFLUENCE OF LONGHAND UPON SHORTHAND.

IT may not, perhaps, often be suspected by those who labor under the disadvantage arising from it, yet the influence of longhand, and especially of the style generally employed in an office, has a material bearing upon the subject of getting up speed in shorthand. Indeed, between the flowing—one might almost say flying—style of longhand which necessarily finds favor with most newspaper reporters in hurriedly transcribing “copy” for the press, and the stiff, rather upright, and solid style of the copying clerk, the difference is so great that even a person unacquainted with shorthand might expect such an influence to exist.

Among learners of Phonography who are employed as copying or as junior clerks in an office, and also among those fresh from school, it is frequently noticed that the peculiarities of the longhand betray themselves in the character of the shorthand, and the virtues of the one sometimes become the faults of the other. It is found, for instance, among those employed as clerks in an office that certain shorthand curves are often written in too upright a position. These letters will generally be  , *par excellence* the most perfect and beautiful forms in the phonographic system, and forms which, next to  and , lend themselves most readily to the acquisition of a high rate of speed. The same want of freedom also leads to the letters  and  being written in too upright a position.

Another and more serious effect of the “copying” style of longhand upon shorthand is that the solidity and compact style of the longhand results in a too heavy style of shorthand. The writer throws too much weight into his shorthand, and the increased friction from the resistance of the paper makes it a serious obstacle to the acquisition of speed, to say nothing of the diffi-

culty of distinguishing thin and thick strokes. Considering the large number of clerks employed in offices, who, in seeking to add shorthand to their qualifications, may be supposed to labor to some extent under this disadvantage arising from their ordinary penmanship, the following special exercise is recommended as a means of counteracting the fault. It has been made the subject of practical experiment, and the writer is confident that, at least, time will not be thrown away upon its practice, and that a persevering use of it will be attended with favorable results where the remedy is needed. The writer does not think it necessary to apologise for any lack of meaning, as the paragraph is intended for a purely *manual* exercise. In this letter, and all following ones, words to be joined in shorthand are connected by hyphens. Words in parentheses are to be omitted in shorthand.



[100 words.]

TRANSLATION.

I-am-aware if-there-were-no-more reformers in-the manufacturing centre in-which so-many workmen are engaged in-the-manufacture and-in-the mechanical manipulation of iron rails that-we-soon shall come to a remarkable and-unsatisfactory-conclusion in-the-matter, and-have-no-more-requirements for-the-work. At-the-same-time there-is-no-more reason-to-require me to-make any distinctions in-the-matter if-we-are to-record in-the-Manchester minutes whatever is remarkable or in-any-way peculiar in-the-manner of-those-who-were most engaged in-the-work.

As the chief defect which the above exercise is intended to remedy is a too heavy style of writing Phonography,

the exercise has been so framed as to consist almost exclusively of light curves. The use of double length curves, and the selection of words and phrases which favor a continuous flowing style of writing, will also enable the writer to take it down easily, and by repeated experiments upon it he will find his shorthand becoming imperceptibly lighter, with a tendency to a freer sloping of the letters. The rate of speed acquired in the writing of such a passage will be much greater than upon an ordinary passage, and it must not be used as a test of speed, or the result will be very misleading. The young phonographer who cares to practise upon this exercise will, of course, first copy it a few times and then get it dictated to him. The "sense" conveyed in the exercise is not of much account, but the value of writing it two or three times at every practice for getting up speed is the principal consideration for giving it a place. The experiment may be supplemented by the following, which, though cast into the form of a business letter will be found to contain similar characteristics when translated into Phonography.

Market Square, Manchester, 8th Dec., 1884.

Messrs., Neville and Vinter, Rochester.

Gentlemen,—I-am-receiving many testimonials just-now, in-reference to-my manufactures enumerated in-the "Army and Navy Magazine," many-of-which-will-be-circulated next-week.

You-will, I-think, see that I-have-the best reason to-make known so-many matters of excellence connected with-them if-you-will-only make a careful examination (of the) last pattern.

In-the-meantime, I-shall-be-glad to-receive your opinion respecting any merits in-their manufacture which-you-may have noticed in-(the)-first parcel I-have-sent you.

I-am, yours-truly,

JAMES MANSFIELD.

[112 words.]

The above should also be written out several times at a sitting. The value of a special practice designed for a special purpose depends entirely upon *perseverance* in its use.

AIDS AND HINDRANCES.



HERE is one difficulty which often besets young phonographers in applying their shorthand to business, which, though not arising directly from a lack of speed in writing, sometimes interferes unpleasantly with the aggregate result of speed. It is the occasional occurrence of a long word, such as a proper name, for which there is no recognised contraction; and, however easily the writer may have taken down the ordinary part of a letter, up goes this danger signal at the most unexpected moment and arrests his progress. Like the last two lines of the impromptu poem referred to by the author of the "Autocrat of the Breakfast Table," the proper outline "won't come on any terms," and so as a last and desperate resort something goes down in his note-book which does not bear a very striking resemblance to the name it is intended to express. Such a difficulty may arise from the name of a city or town, and at some inconvenient point in a letter. Take the following instance:—

London, 8th Feb., 1886.

To Mr James Smith,
care of Messrs Johnson and Co., Berwick.

Dear-Sir,—We-are-in-(re)ceipt-of-your-letter, containing inquiry respecting non arrival of-goods ordered by-you on-the 1st inst.

In-reply, we-beg-(to)-inform-you that-the-goods were duly forwarded to-you on 2nd inst. *via Northallerton and Sunderland*, by Midland passenger train from here at 10.30 a.m., and they-were correctly addressed to-you "care of Messrs Johnson and Co." as advised in-your-letter.

We-have made inquiries (of the) Railway-Company's officials at St Pancras, and are assured that-there-was-no delay in forwarding the goods from-their station. We-cannot therefore understand why there-should-have-bee(n)-such delay, and trust the parcels will-have reached you safely before-you-receive-this letter.

We-are, yours faithfully,

[152 words.]

BROWN AND MARTIN.

Unless the young phonographer has had some practice in writing proper names he would, in such a letter

as the above, have a sudden "pull up" at the danger signals of Northallerton and Sunderland, oblivious of the fact that there are other facts close at his heels which he cannot possibly ignore. The phonographer, (like the fair creature in the proverb,) "who hesitates is lost," and in such a case, if he cannot recall the shorthand forms with sufficient rapidity, he should write as many of the alphabetic characters in the word as he can, and trust to his memory for the name intended; and for the reason that the loss of time over such a name might lead to missing other essential words to which there would not be so good a clue when transcribing. This apologetic treatment of a weak point is not needed because shorthand will not readily meet the case, but because many a youth finds himself using shorthand in business before he has reached even the elementary possibilities of his art.

Closely connected with the above, and as one reason for noticing the point raised, is the general subject of accurately taking down names of persons and places and other proper names, which arise much more frequently in the work of the shorthand clerk than in that of a shorthand writer in any department not connected with business. Because it has not been necessary to include such special matters in general shorthand instruction books, and I daresay for want of a little forethought, many a young shorthand clerk has entered upon his new duties in a business house, perhaps without a very full knowledge of the geography even of his own country, and at any rate without having troubled himself about practising in shorthand the writing down of the principal cities and towns, and also Christian and surnames, the names of the principal railways, etc. It may be quite true that the shorthand clerk would either remember or have the means of furnishing a clue to any difficulty over a proper name, but this does not quite meet the case. The worst part of such a difficulty is the tendency to stumble and hesitate when such a proper name unexpectedly arises, thus causing a *loss of time* which can be ill spared from other words which do not admit of trusting to the memory.

The following letter will afford some idea of the kind of exercise the young phonographer should add to his

ordinary practice, if he is thinking of obtaining a shorthand clerkship in a business house having dealings with provincial customers. If in the service of a professional man, such as a solicitor, he would find it of less importance, and in a business house having dealings with the colonies or foreign countries the practice should be varied so as to include names of places in, and the routes to and from, those countries:—

London, 20th Dec., 1885.

J. H. Foster, Esq., Blackpool.

Dear-Sir,—In-reply-(to)-your-letter just received I-beg-to-inform-you that-the following are in-the-main the arrangements made for our provincial tour, as-far-as they can at-present be determined:—

In-(the)-first two weeks in January at Stockton and Darlington; in-the latter half (of the) month at Newcastle, Northallerton, Richmond, and-the North Riding of Yorkshire. From February 4th to 16th in-the West Riding, and from 16th to 28th at Carlisle and principal places in Cumberland. During March and April, in-the principal cities and towns of Lancashire, including Liverpool, Manchester, Lancaster, Preston, Bolton, Warrington and Rochdale; in May and June in-the Midland counties generally, including Derbyshire, Leicestershire, Warwickshire and Staffordshire, and-the towns of Derby, Buxton, Chesterfield, Birmingham, and Leicester.







In July we-propose to visit some (of the) chief places in North and South Wales, and-in-(the)-first week in August, Bath and Bristol. From-the 9th to-the 16th of-that month we-shall-be in-the Southern counties of Hampshire, Berkshire, Sussex, Kent and Surrey, and-in-some (of the) following towns for a second visit in September and October, namely, Brighton, Chichester, Canterbury, Rochester, Maidstone, and Croydon. In November we-shall-be in Essex, visiting Chelmsford, Colchester and Ipswich, and-in-the-early part of December in Norfolk and Cambridgeshire, finishing up before Christmas in Hertfordshire and Middlesex.






I-have given-you the fullest information I possibly can at-present in-order that-you-may-be-able-to-make-the necessary arrangements for-the commencement (of the) tour on Jan. 1st, and remain,













Yours-truly,

ALEXANDER BUTLER.

[286 words.]

	Stockton
	Darlington
	Newcastle
	Northallerton
	Richmond
	Yorkshire

	Carlisle
	Cumberland
	Lancashire
	Liverpool
	Manchester

	Lancaster		Sussex
	Warrington		Chichester
	Rochdale		Canterbury
	Derbyshire		Rochester
	Leicestershire		Maidstone
	Warwickshire		Essex
	Staffordshire		Chelmsford
	Chesterfield		Colchester
	Birmingham		Ipswich
	Leicester		Norfolk
	Hampshire		Cambridgeshire
	Berkshire		Hertfordshire
			Middlesex

SOURCES OF ERROR.

THE two primary sources of error—misunderstanding what the person dictating has said, and misreading what has been taken down in the note-book—have already been referred to, but in some offices, such as a shipping business, or any business in which there is a free use of proper names for other purposes than that of distinguishing individuals, there is a not uncommon source of error partaking of both of the above characteristics, if by any chance a necessary vowel is omitted where it would be a distinguishing element of a word. Thus, a proper noun may possibly be misread for a common one, or a technical word may be read as one with a general meaning. Words representing number, quality, and denomination, may also be possible sources of error, as *2s. 6d. per dozen* instead of *2s. 6d. per design*, *5s. per score* instead of *5s. per square* (if the circle for *square* be written too small). In such cases an error would make a considerable difference in the prices quoted, and would be something like that of the American stenographer who describes a narrow escape from a mistake involving a difference of four thousand dollars, by simply transcribing a quotation as per *pair* instead of per *bar*, and the same writer pithily remarks that a little vowel is sometimes worth a fortune to the stenographer.

The obvious reflection of a too theoretical phonographer I dare say would be that in such cases as the above the error should have been prevented by writing the words *in position*. Writing in position, however, ought not to be absolutely relied upon as the *only* means of distinguishing a technical from a common word. But while this is true on the one hand, it is equally true, I am afraid, that there is too great a tendency among young phonographers, as soon as they can get free from the swaddling bands of an instruction book, to disregard what that book has taught them and foolishly throw overboard almost entirely the useful rule of writing in position, and as they abandon the writing of all vowels at the same time with amazing indifference,

it is not surprising that such want of rule should occasionally lead to a difficulty in transcribing in the direction indicated above.

Upon this point of distinguishing particular words either by position or by inserting a vowel, the phonographer should bear in mind that the risk of error is much greater in writing short, simple monosyllabic words than in longer words, and especially if a number of short words occur together. Apropos of the subject of reading short words, the writer was once dictating a letter to a junior clerk for practice, from *Anderson's Mercantile Correspondence*, in which occurred the following passage :—

Should you have effected the insurance on these wines per Nancy, please to cancel it and get it done on the vessel which you have chartered, to your port only ; also £300 *on* fruit ; say, on 300 boxes of oranges, to be marked *S* on my account.

The transcript was made to read “ 300 lbs. *of* fruit,” the figures having been taken down as “ 300 D^{\wedge} ” and the *on* (!) being written like *of* (\) combined to produce, not only a verbal mistake, but an essential mistake as to the thing spoken of—*weight* instead of *money*. A general estimate of the subject of the letter, namely, insurance, ought, of course, to have rectified such an error. It is quite possible that a shorthand clerk may be employed in the office of a large business-house in which denominations for weight would occur almost as frequently as, and be mixed with, denominations for money in the figures which might have to be written. The following letter will afford the young phonographer an exercise upon this point of distinguishing figures for money from figures for weight, and of the use of the signs for figures and for weight included in the paper on the use of figures.

Dear-Sir,—We are in receipt of your letter (of the) 24th June with order for goods at prices quoted in our letter (of the) 20th, namely, 2 tons, 15 cwt., 3 qrs., at £3 10s. per ton, and will forward the same per Great-Western-Railway as requested.

Sometime-ago, you inquired about a second quality (of the) same goods, and we have now a lot by us which we think would suit you well. There is about 5 tons, 16 cwt., 3 qrs., 23 lbs., for which we would charge you £2 15s. per ton. We have also a smaller lot very similar, amounting to 2 tons, 13 cwt., 2 qrs., 20 lbs., for which we should charge you £2 12s. 6d. per ton.

Please-inform us by return if-you-will-be-able-to take either or both these lots. We should, of-course, allow you the usual 5 per-cent discount for cash as on-other orders.
[173 words.]

Another source of error may arise where figures for sums of money are freely interspersed in the shorthand, if the figures are carelessly written. The most likely place for an error of this kind to arise is at the point of contact between the shorthand and the figures, which will sometimes strengthen the resemblance of a figure to a shorthand sign and *vice versa*. The paragraph of insurance statistics which was given under the heading of "The use of figures," for instance, contained the following, "of which £10,000 was re-assured." Here the shorthand words for "of which" (γ) if carelessly written or placed too near the succeeding figures would probably be read for a figure 7, and the passage would be made to read " $\gamma 10$ " (adopting Mr Reed's contraction) was re-assured"—£710,000 was re-assured—a tremendous mistake of £700,000, and yet one which a glance at the paragraph quoted from will show would "read" as well as the correct figures would do, because the figures would have become disconnected from the context and the clue to the correct reading.

The taking down of small sums of less than £1 is another possible source of error, and for these sums the phonographer should adopt the plan of shop-keepers in marking their goods, as $2/$, $2/8$, etc., or it is possible if the figures are badly written, and with no point between them, they may be read for shorthand characters. For instance, the author remembers a young phonographer in transcribing a loosely written $6 \ 7$ made it read as three words, "sale of which," instead of $6/7$.

The following letter contains an illustration of the importance of thoroughly understanding the essential point of a letter which has been dictated.

London, 8th Dec., 1884.

J. Baker, Esq., Manchester.

Sir,—We-have-this morning received a letter from Mr Thomas Jones of-your city inquiring for prices of-our goods, as advertised in-the *Manchester Guardian*.

We-have forwarded to-him by-this post copies of-our catalogue of

prices in answer to-his request, and-have, at-the-same-time, referred him to-you. We-have-informed him that all-our goods may-be obtained from your establishment on-the-same terms as-if obtained direct from our office in-London, and also that-we-shall-be pleased to-receive any orders from-him *through you*. Please, therefore, answer any inquiries he-may make to-you on-the-subject, and-oblige,

Yours faithfully,

MARSHALL AND WHITE.

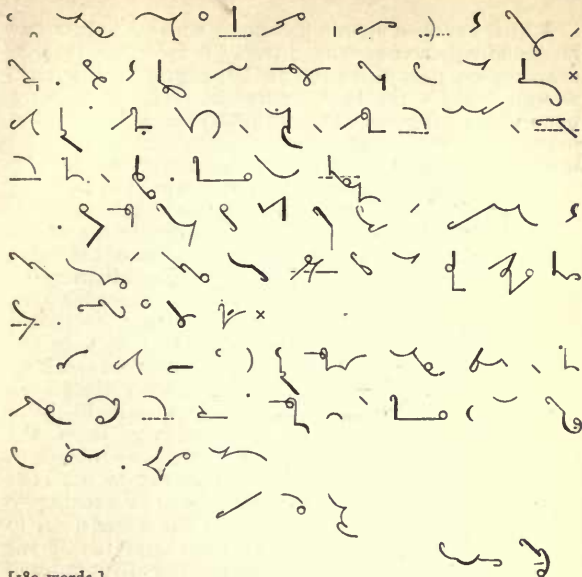
[130 words.]

In dictating the above letter to a pupil on one occasion it was found that he had taken down every word of the letter excepting the two words in italics, *through you*. And in a letter of this kind—by no means an uncommon one in a wholesale house—this would have been the essential and sole point for which the letter would be written, and the omission should be supplied by understanding the general sense of what the letter was about.

One of the peculiarities of Phonography is its great concentration of consonantal power as expressed by means of hooks and circles. Where these occur freely in the middle of words they form, in the hands of many, the slowest part of the system to write, but, as they afford a compensating advantage, by adding immensely to the legibility of the system, it is a pity that any young phonographer should, for the want of a little more thoroughness in practising upon them, fail to derive the full advantage which they are intended to give him. It has already been hinted that the ability to deal with these hooks when combined with circles in the middle of words is a weak point with many who practise Phonography. The peculiarity is, of course, a general one, but the example given below will be found to contain many words of this class which, from being of frequent occurrence in business correspondence may, if written repeatedly, serve as an exercise for overcoming what to some is allowed to be a hindrance.

24 1885

Handwritten phonographic symbols and characters, including various hooks and circles, arranged in two rows. The symbols are stylized and represent different phonetic elements.



[180 words.]

TRANSLATION.

Cambridge, 24th October, 1885.

Dear Sir,

We regret having again to trouble you with reference to the restrictions which we think have been improperly placed upon the increase of proprietary rights, to which our correspondence with you in the present month has had reference, but we cannot see that the proposal should preclude the supposition that the depositors are not expressly provided for in the declaration. We think it would be a retrograde policy to endeavor to restrict or in any way to cripple or attempt to displace the directors of the Company at the present time.

The subject of the Exeter branch has been already brought forward, and we are informed that the proper forms and papers have been recently placed in the District Registrar's Department, over which the corporation has absolute control.

You will, we think, agree with us that it would be extremely unpleasant just now to attempt repressive measures or to call an extraordinary meeting of directors without any provisions for consulting the shareholders in the matter.

We are, yours faithfully,

FRANKLIN BROTHERS.

A little exercise upon a passage such as the above can be confidently recommended from the fact that there is scarcely any part of the rules of Phonography which will so well repay a thorough course of practice upon, or upon which experience shows that so many young phonographers are found wanting when suddenly called upon to apply these important rules in rapid writing.

To the regular shorthand clerk who has already accustomed himself to the peculiarities of the work, or who has acquired a good all-round facility in the use of Phonography, it is quite possible that some of the helps and suggestions contained in the foregoing chapters on special preparation may appear, *to him*, unnecessary; and, in case any point should appear trifling, it should be borne in mind that the writer's aim has been in the main to benefit *young* phonographers who are seeking to turn their Phonography to account in an office. In pointing out some of the difficulties which are likely to be met with, and the means of overcoming them, the writer has not hesitated to keep the double object in view of offering help and encouragement to the conscientious student of Phonography who is seeking to make the best use of his art, and, at the same time, to caution and discourage the careless and indifferent against the folly of expecting to enjoy the advantages of the art without taking the trouble to comply with, or fully understand, its rules. If by means of anything which is brought forward in these chapters, Phonography should receive a better and more profitable treatment at the hands of those wishing to make use of it in an office, it will be by the learner's not merely remembering but *acting upon* what has been recommended to his notice. The suggestions for special preparation, for instance, are intended, not merely as so much general advice, but as *exercises* for a special course of *practice*, and, with those afforded in the business letters which are to follow, they cannot fail, if honestly treated as such, to benefit those for whom they are intended.

BUSINESS LETTERS.

IN the course of the preceding papers it has been urged that the best models for acquiring a good style of business longhand, the composition of a business letter, and for shorthand practice before entering an office, are business letters themselves. The shorthand clerk who is already in an office will have frequent opportunities for availing himself of these, but not so the young phonographer who is seeking to get there. In the chapters which have been given on special preparation this latter fact has been borne in mind, and the letters given to illustrate certain points of difficulty have been business letters, or letters the language of which has been such as to make the practice of writing them out freely as dictation exercises, one which cannot fail to be of advantage in that direction. Having done this the writer would recommend the taking down of the following *bonâ fide* business letters in shorthand from dictation *again and again*, and by reading the notes and occasionally writing them out into good business longhand, the phonographer will have the best preparation for the use of Phonography in business and for the composition of a business letter as well. Some of the more difficult outlines will be given at the end of each letter, and here and there an exceptional phrase. These, and the phrases and outlines which have already been given, should enable the writer to take the letters down in shorthand with facility and despatch.

AGENT'S LETTER.

Manchester, 12 July, 1886.

Dear-Sir,—In making up and forwarding you monthly account for July, I-informed you that, owing, as I-supposed, to-some misunderstanding, Mr Smith, (Certificate Nos. 6679-80) whose subscription is paid yearly, had-not sent payment due on 1st July for-the following twelve months—July 1886 to June 1887 inclusive—and in-order-to clear the debit against me on-your books I returned the receipts. I-have-now to inform-you that by-the-next-post I received from Mr Smith a remittance by-check, value £5 17s. od., with satisfactory explanation for-the delay.

Under-the above circumstances I should-be obliged by-your-re-
turning to-me the year's receipts to enable me to acknowledge the
remittance. The receipts may-be debited to-me in-the next month's
account, and in-order that-you-may-not lose interest on-the money
I-will at-once forward £5 on account, which-will, within a few shil-
lings, cover the amount received by-me, less commission.







Trusting this course will meet with your approval,







I-am, yours faithfully,

JAMES ROBERTS.

The Manager, Freehold Land Society, London.

[212 words.]

	misunderstanding
	certificate
	inclusive
	remittance
	explanation
	debited

	commission
	faithfully
	freehold
	in order to
	by the next post
	by your returning

LETTER TO AN AGENT.

London, 26 Aug., 1884.

Dear-Sir,—In-reply to-your favor (of the) 24th inst., I-will forward
the parcels under cover to-you for Mr Richards as you-request.

With-regard (to) your-remarks as to obtaining new business, there-
is-no reason why you-should refrain from soliciting or accepting
orders for new business from persons not already our customers
which-may-come in-your way in-any part of-your district. What we
do-not expect our agents and canvassers to-do is, to interfere with
existing connections obtained through another agent.

We-do-not make allowances for advertising. We advertise very
largely from this office, and consequently in a systematic-manner.
No fixed allowance is made under-the head of postage, but while-
the Directors do-not object to refund the expense of posting circulars,
etc., they expect the amount expended in-that-way to bear a fair
proportion to-the-amount of business procured.















I-will send the supplies which-you-require, and-trust you-will-be
successful in working up a profitable agency in-your district.

I-am, yours faithfully,

H. C. BARKER,
Secretary.

Mr W. D. Smith.

[200 words.]

	refrain		postage
	soliciting		circulars
	canvassers		expended
	existing connections		profitable
	advertising		agency
	and consequently		Barker
	systematic manner		
	fixed		

LETTER ON DISMISSAL OF A REPRESENTATIVE.

London, 16th Jan., 1886.

Mr Johnson, Kentish Town.

Dear-Sir,—We-regret that defalcations have obliged us to discharge Mr Brown, our late traveler and-collector, who-is-no-longer* authorized to-collect money or act on-our behalf.

Your account stands at £5 16s. 9d. on-our books. If-not correct please inform us by-return. We-shall at-once make arrangements to-be better represented, and hope this affair will-not interfere with our business relations.







We authorize our carman, W. Jones, to-collect cash for-the-present, and our Mr James Wilson will take-the earliest opportunity of seeing you in-this matter.

All orders forwarded to-our city stores will-receive immediate personal attention.

We-are, yours faithfully,

[132 words. * (downward I).]

WILSON & Co.

	defalcations		authorized
	traveler		behalf
	collector		carman

SOLICITOR'S LETTER.

Chancery Lane, London,
14 Feb., 1886.

Dear-Sir,—We-have-seen our client on-your-letter (of the) 18th instant. He refuses to modify his offer, and-insists on-his costs being paid as-well-as-the £25. Your client will understand that-this-is-in-addition-to what had-been agreed upon with Mr Mansfield. If any actual rights-(of)-way are vested in-any other persons, which-we-do-not for a moment apprehend, we-shall-be prepared to waive our original objection. We-will look into-the point.

The deeds as-to-the ground-rents in-the Broadway and-the City Road are in-the custody (of the) London and County Bank. Perhaps you-could make appointment to see them with Messrs Bailey

and Roberts, Solicitors, Bedford Row, London. The other deeds we hold and can produce at any-time here on appointment being made.














The sum of five guineas costs we mentioned to-you, of-course, only included costs up to-our last interview, and-they-will-be more if-the-matter goes on.

Kindly let-us know what your client intends to-do.

We-are, yours faithfully,

[200 words.]

SMART & THOMPSON.

	modify			custody
	insists			appointment
	in addition to			solicitors
	Mansfield			mentioned
	rights of way			interview
	apprehend			intends
				Thompson

INSURANCE LETTER.

Railway Passengers' Assurance Office,
26th June, 1886.

Sir,—I-beg-(to)-call-your-attention to-the advantages offered by-the Railway Passengers' Assurance Company in-its system of Assurance against Accidents of-every description as shown in-the accompanying Statement.






The Company has a large subscribed Capital, a numerous and reponsible Proprietary, and enjoys the confidence (of the) Public. All bonâ-fide claims are promptly and liberally met, and £2,000,000 has-been paid as Compensation since-the Company commenced business in 1849.

As-the Company's Agent, I-shall-be-glad-to-receive your instructions to-prepare a Policy according-(to)-the annexed rates of Premium, if-you-will-fill up and return-to-me the accompanying Form of Proposal duly signed at foot.

I-am, your-obedient-Servant,

[140 words.]

A. KINGSTON.

	accompanying			I beg to call your attention
	proprietary			your obedient servant
	annexed			

SURVEYOR'S LETTER.

Glasgow, 26 Oct., 1884.

Dear-Sir,—Mr Furguson has handed me your account and asks me to certify the same as correct. This I certainly cannot-do in-its

present form, as no deduction has been made for the diminished size of service pipes and fittings, the deduction for which should have been at least ten per cent.





With regard to the second part of your account, namely, for the replacing of sewers, I observe that in your letter of 25th Feb. last, in answer to my inquiry, you informed me that the cost would be about 25s. per section. The account you send in makes it just £2 per section, and there being 500 sections the difference is a considerable one. I can, of course, understand that, after the slight deviation from the plans agreed upon between us, there may have been some small amount additional per section, over and above the amount estimated, but how you make the price run up 15s. per section I cannot understand.




I shall be glad to have a reply at your earliest convenience stating what deductions you are willing to make, as the other accounts are nearly all settled, and it is desirable that the matter should be closed altogether and handed over to the authorities at an early date.

I am, yours truly,

[232 words.]

JAMES MACDONALD.

 Ferguson
 deduction
 diminished
 replacing

 deviation
 yours truly
 Macdonald

LOCAL GOVERNMENT LETTER.











H. L. to Editor

Local Government Chronicle.

Sir,—The Urban Sanitary Authority of H— appoints at a fixed rate an officer to collect rates and rents for water supplied by the Authority to the ratepayers of a contributory place in its district. The person is appointed solely for this purpose. Will the appointment require the sanction (of the) Local Government Board? Will the bond he is required to give be liable to stamp duty, and if so by whom should the cost be defrayed—by the Authority or the officer? From what fund should his salary be paid?

Answer.—The appointment does not require the sanction (of the) Local Government Board. The exemption from stamp duty of bonds given in pursuance (of the) Orders and Regulations (of the) Local Government Board does not seem to be applied by Section 9 (of the) Public Health Act of 1875 to securities given in pursuance of this Act. The cost would be paid by the officer and not by the authority. The salary appears to be properly chargeable on the Common Fund, unless the Local Government Board declare it to be a special expense.

[195 words.]

	urban		exemption
	sanitary		pursuance
	ratepayers		regulations
	contributory		securities
	defrayed		chargeable

SHIPPING TRADE LETTER.

London, 26 April, 1886.

James Martin, Esq.

Dear-Sir,—We-are-in-receipt-of-your esteemed favor and are flattered by-your confidence in asking our opinion (of the) prospects in-the shipping trade just-now. But-we-are-sorry-(to)-inform-you that-the depression still continues. Efforts have-been made to construct some kind of organization which-would control the freight market by fixing minimum rates, but-the interests involved being so numerous, it-has failed in-its object.

For-months past shipowners have-been unable to sail their vessels with a reasonable margin of-profit, and-the depression has lasted so long that a number of firms have been obliged to succumb, causing many boats to-be thrown on-the market under forced sales, and disposed of at heavy sacrifices or placed under different management.











With-respect-to reforms, an important modification has already been introduced by-the insertion (of the) Negligence Clause in charter-parties and bills-of-lading whereby shipowners are relieved from-the liabilities incurred through-the improper navigation and errors of judgment of-their-servants in-respect-(to) loss of cargo and which merchants or-their under-writers have, in so-many-instances, forced the shipowner to pay.

Should any sign of improvement arise, we-will-not fail to apprise you of-it, and-beg-(to)-assure-you that in-this as-in other matters your interests will always command our best-attention.

We-are, your-obedient-Servants,

[253 words.]

ROBINSON, BLAKE & Co.

	organization		negligence
	shipowners		liabilities
	succumb		navigation
	modification		of their servants
	insertion		best attention

RAILWAY LETTER.

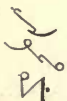
Please refer hereto

Ex. 87/16.655.

I-beg-(to)-acknowledge receipt-of-your-letter (of the) 13th inst. complaining (of the) late arrival of-your evening newspapers on-Saturday last, and-will-have inquiry made with-reference thereto.

With-regard-to Mr H—'s newspapers, if-you-will-be-good-enough to inform-me the dates upon-which his daily papers arrived late, inquiry shall-be-made. There-are no alterations in-the rates for parcels conveyed over-the Company's lines, and-consequently the stamps you-are using are sufficient for-(the)-purpose.

[86 words—not including standing reference No.]



complaining

newspapers

Saturday



arrival

alteration

FOREIGN AGENT'S LETTER.

Bergen, 12 Dec., 1885.

Messrs Phillips and Brown, London.

Gentlemen,—I-enclose herewith account sales of-your consignment of hardware goods received per *Royal George* as advised in-my-letter (of the) 3rd inst. Notwithstanding-the depressed state of-our market, of-which I warned you in February last, I-was able-to-place them at close upon-the figure you estimated, and to obtain a nett sum of £253 10s. sterling, which amount I-now have-the-pleasure of forwarding in-my-draft at three months date upon my friends Messrs Johnson and Co. of-London, by whom it-will, I-am-sure, be duly honored.

Our markets have-been in a more depressed and-unsatisfactory-condition than has-been experienced for-many years-past, owing principally to-the decreased buying power (of the) population and-the more-than adequate supplies which-have continued to-come forward during-the-year. The market was already overstocked with goods of all descriptions at-the end of 1884, and-the heavy arrivals thrown, during-the twelve months, on a falling market, served to depreciate prices still-further.











During-the last three-months in-the-year business almost came to a standstill, as dealers at-last lost confidence owing to-the progressive decrease in prices, and were frightened to operate, with-the possibility of having their purchases left on-their hands in-consequence of a further decline.

There-are, however, at-last some signs of a return to a better state of things, and, as opportunity offers I-will-not fail to advise you of-the class of goods most-likely to-find favor in our market.

Yours faithfully,

H. BRUNT.

[297 words.]

	hardware		principally
	advised		depreciate
	depressed		progressive
	and unsatisfactory		frightened
	experienced		possibility
	condition		

LETTER TO A TOWN COUNCIL.

Metropolitan Police Office, 4 Whitehall Place, S.W.,

23rd December, 1880.

Sir,—With-reference-to your-letter (of the) 27th ult., the Commissioner of Police (of the) Metropolis has to acquaint you that-the subject in-question received his close-attention, and he hopes that the practice of conveying any prisoners on foot through-the streets of your city will be remedied.

Undoubtedly it-is a matter directly affecting the police ; but-there-is one feature (of the) existing arrangements intimately-connected with-the Corporation, and to-which-the Commissioner wishes to-call-attention.

It-appears that-the evils (of the) present practice sought to-be remedied are increased by-the absence of cells or places of detention and waiting-rooms at-the Town-Hall, rendering the transit between that building and-the Police Station more frequent, and-the waiting for documents to be completed for-the attendance of witnesses, and for bail, and so forth, productive of inconvenience ; besides adding to-the expense that must attend the proposed improvement. The Commissioner, therefore, while thanking the Council most sincerely for drawing his attention to-the-subject, desires in-his-turn to-learn what changes, if any, are likely to be effected at-the Town Hall in-relation (to) increased accommodation.

In-the-meantime he-is in communication with-the Superintendent with-the object of-making a change in-the police conveyance of-prisoners with-as little delay as possible.

I-am, Sir, your-obedient-servant,

JAMES ROBERTS,

Assistant Commissioner.

[264 words.]

metropolis
 commissioner
 prisoners
 remedied
 undoubtedly
 corporation

detention
 rendering
 productive
 council
 superintendent
 assistant

PUBLISHER'S LETTER.

London, 8th Dec., 1880.

Mr Robertson, Manchester.

Dear-Sir,—We-are-obliged by-your post-card this morning, and hope-you-will succeed in obtaining a few subscribers in-your city for our new Directory. We-are-sorry however to-receive your intimation that-you do-not-think of-having your-own business announced in-the-work in a more extended entry than-the one we give gratis, and would ask-you to reconsider your decision.

Our Directory will-be altogether in advance of anything (of the) kind yet published and will undoubtedly be-the standard work of reference for professional and commercial men. We-are sure therefore it-would-be a mistake not to allow your various patents to appear in-its pages. You-should, at-least, have a subscriber's entry at 215., which-would-give-you the right to a copy (of the) work.

The sentence in-my-circular to-which-you-refer means that-we intend to include every firm of any importance, and-that-those-who do-not wish to occupy more space will-have-the free entry of two (or) three lines only. Considering-the great-advantage of a fuller entry of-proprietary articles such-as-yours, we certainly trust you-will-not-be-one-of-that number.

Of-the first edition 3000 copies have already been taken, and our subscribers include the heads of public-schools, bankers, commission agents, clerks to public bodies, hotels, hospitals, and similar institutions throughout-the country—just those classes, in-fact, amongst whom your patents would-be-the first to be recognized.

Trusting that-we-shall hear from-you further on-the-subject soon.








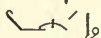
We-are, your-obedient-servants,

BLACKMORE, EDWARDS & Co.

[280 words.]

postcard
 subscribers
 directory
 announced


extended
 entry
 reconsider
 standard
 professional

	commercial			hospitals
	patents			institutions
	articles			recognized
	bankers			Blackmore and Edwards

The use of the hyphen, indicating phrases, has already been explained, and the reader will notice that where the connecting phrase "of the" occurs in a suitable way for omission, those words are placed in parentheses.

If any further practice upon business letters is required, a useful variety may be found in "Routledge's Commercial Letter Writer." But the same recommendation will apply here as in the case of books for reading. If the phonographer finds that his Phonography is likely to be required, or he may wish to use it, in connection with any particular branch of commerce or department of official life, he should select any further dictation practice accordingly; and the "Class Journals" would come in useful, and the list given in a previous paper may be referred to again with advantage. The taking down of business letters being the chief duty of the shorthand clerk, it may be here remarked that the easiest kind of correspondence to take down, and especially to transcribe, will be that of an office or business house having dealings chiefly with home correspondents and customers, and the most difficult kind that of an office or business house having correspondents chiefly in other countries, even if such correspondence is conducted in English, for the reason that foreign letters are of necessity much longer than inland letters for which there are more frequent mails, and also because foreign letters will be necessarily mixed up with shipping transactions and will include a larger proportion of proper and technical terms. This difference will be worth bearing in mind whether in choosing a situation or in preparing for the work, and special preparation should be made a special means to a special end.

GENERAL HINTS.—CONCLUSION.

 HE young phonographer who has followed me thus far and has acted upon the recommendations given by carrying them into practice, will have discovered that the aim of the writer has been to seek to inspire a high standard of excellence of shorthand work in an office ; to show that whatever may be the amount of shorthand ability possessed as regards speed, it should above all things be thorough and reliable in practice ; that the phonographer should strengthen his shorthand ability by all the knowledge he can gain of the office or business he serves ; that the only satisfactory test of his phonographic ability is that which will show him what he would be able to do in the particular direction in which he is seeking to use his art. He may take down a sermon at 120 or 150 words a minute, but in seeking to become a shorthand clerk he must measure his ability by what he can do with business correspondence, and if he should find that it reduces his ability to less than it was with the sermon, let him accept the decision as final and without any appeal but that of *practice* and *perseverance* in raising the standard.

Do not trust to making your Phonography fit in with the office work *after* you get there, but practise the special exercises which have been suggested, and anything else of a similar kind, *before* you commence the use of your shorthand in business. Do not seek at first a situation which you conscientiously believe to be above your powers, but seek to do all that you would like to profess rather than profess all that you would like to be able to do. In advertisements where shorthand is required one sometimes sees such an intimation as this :—“A high rate of speed not so much an object as a good clear handwriting,” and a business man, notwithstanding the pressure of modern times, would often rather sacrifice ten or twenty words per minute of shorthand speed if he can have absolute accuracy in what is done. Among general qualifications, always accustom yourself to the exercise of mental arithmetic. Few things are

more valuable in an office. There is not time to settle many points which may suddenly arise in the business of an office, by working out an arithmetical problem on paper after the fashion of school work, and to be able to answer such points readily by mental arithmetic is a very useful if not an essential qualification.

Do not be indifferent as to the correct spelling of the names, or the correct initials for the Christian names, of the correspondents you are writing to. Few things are more provoking to some men than error of this description. There should be no need perhaps for a word of caution against the stupid blunder of putting a horse at each end of the cart in the use of "Mr" and "Esq.," but it has been done by young beginners before now. The point to be observed in the use of this complimentary addendum is this: if "Esq." is to be used in addressing a man, the initials of the Christian names should take the place of "Mr," thus making "Mr J. W. Smith" into "J. W. Smith, Esq." In such a case the initials for the Christian names should always be ascertained if possible, for to have to write "——— Smith, Esq." would not be at all satisfactory, and the same remark would apply to names of the clergy, for "Rev. —— Smith" instead of "Rev. J. W. Smith" would be equally unsightly.

Always seek to understand the character and the motives which guide a man with whom you come chiefly in contact, whether it be of the principal, or the head of a department in a large establishment. You may find it necessary to show deference to what you may regard as his prejudices, and even if his motives are not always such as would commend themselves to you, the knowledge of them will be of use to you. To know your employer's manner of meeting difficulties, of protecting his interests, or of settling points in dispute with customer or client, will the better enable you to take his place and act for him in case of need. If there are any rules drawn up, or if any strictness of routine is observed for the guidance of the clerks, make a point of mastering them and of strictly and cheerfully complying with them at the outset. However natural the tendency for each one to think his own method the best, your business is not to convert the firm to your methods so much as to

serve them by observing theirs. The importance of punctuality should need no enforcing, for the evil of not being punctual would often be multiplied by the amount of other people's time you may be wasting besides your own.

“Affected despatch is one of the most dangerous things to business that can be. * * * Therefore measure not despatch by the times of sitting, but by the advancement of the business.” So wrote Bacon the essayist, and according to Carlyle, and the business code of the best men, “arrangement simplifies the execution of anything that has to be done,” and it is but a commonplace to say that hurry, or a waste of energy upon two things at a time will result in nothing being well done. No higher compliment was ever paid to this peculiarly English faculty of arrangement and well-ordered method than the testimony of Lanfrey to the effect of the great Duke of Wellington's methodical arrangements in preparing for his great battles. “His tactics were less brilliant than the French; they dazzled nobody, *but he defeated us.*”

The importance of personal character is so unquestionable for all seeking to fill positions of trust and responsibility that it will be at once admitted without being here insisted upon. It is worth while however to bear in mind that personal character means more than punctual attendance at an office and the proper discharge of duties *while there*; at least to the youth who hopes to rise to a confidential and responsible position; and that personal conduct and habits of life outside an office will have an effect upon the chances for such a promotion. The extravagant spending of money or the spending of your leisure in questionable company or places, even if it do not interfere with the regular discharge of duty, is sure in the end to stand in the way of promotion, and perhaps of a satisfactory recommendation. An employer will judge of your fitness for promotion to a more responsible post by what he sees and learns of your ordinary habits and conduct as well as by your shorthand, arithmetic, and general efficiency when at work; and provident habits and the appropriation of leisure to wholesome recreation or intellectual improvement will therefore bear the double fruit of self culture and better

prospects. In the physical world it may be sometimes true, as a popular writer has said, that fine towns are approached by dirty suburbs, but in the work of life and in the building up of character it is emphatically not so. Success here will never be reached through mean actions to those around you, or by ignoring the fact that truthfulness is not merely a question of words but of the whole character.

The choice of a congenial recreation has an important bearing upon the cheerful discharge of the day's duties, but whatever form of recreation you favor when out of office, let it be as far as possible an entire change from your ordinary duties if the latter are at all laborious, or unless you have good reason to do it for the sake of increasing your shorthand efficiency. No apology is needed for adding to this hint on the subject of recreation a passing reference to the kindred subject of health. The desire of so many to fill some "genteel situation," to which reference has been made, not unfrequently results in placing a youth of indifferent physical stamina in the confinement and sedentary occupation of an office who really needs to "search in fields for health unbought" instead of having to "fee the doctor for a nauseous draught." There never was a time when, in this country at least, success in life depended so much upon the physical basis of a good circulation and a good digestion as at the present, or when the conditions of business life were so trying to individuals having a weakness in this direction. We have plenty of brains to conduct the business of the nation but not enough digestion. It is not likely that with such conditions to face the most careful attention to bodily regime would enable us to reach the ideal combination of the *mens sana in corpore sano* which was the aim and in some measure the result of the culture and civilization of ancient Greece, but on the other hand there are too many instances in which the young man breaks down in the race simply because, instead of fortifying himself against the exhausting conditions of our modern haste and worry in business, he contracts habits which help to aggravate such conditions. The strain upon the shorthand clerk is not generally of so severe a character as that which has to be met by the

professional shorthand writer or in many cases by the newspaper reporter, but the drawbacks of a sedentary occupation in a crowded city are drawbacks nevertheless, and if he is fully occupied in a responsible post the work will be sufficiently exacting to make the advantage of good health as important as some of the other general qualifications and "helps" which have been referred to. "No man ever made an ill figure who understood his own talents, or a good one who mistook them," says Swift, and, in this matter of health, as in the case of shorthand or any other qualification, the young shorthand clerk should know his own weak point, whatever it may be, and, like a good general, bring up to that point all the reinforcements he can muster.

With respect to the locality where a shorthand clerk might expect to be employed, it may be presumed that this would be chiefly limited to the metropolis and the large cities and centres of commercial activity in the provinces, but the field would not always be thus limited, and will be extended as time goes on, to say nothing of the openings in America and our colonies. On the subject of London *v.* country offices a word may be said here. If the phonographer is desirous of acquiring a good all-round experience of office work and to qualify himself for rising to a responsible and confidential position, he would probably find a first rate country office much better, for gaining this general experience, than a London office where the work naturally gravitates into special departments. It may be that while gaining this experience he would not find so full an occupation for his shorthand as in a London office, but the experience gained would be of the greatest value in seeking to improve his position by a better or more lucrative situation. There is therefore no need for the whole army of phonographers to look to the metropolis and to one or two other crowded cities for a suitable opening to commence with.

The degree of close personal and confidential service which Phonography enables a competent shorthand clerk to render in conducting correspondence is peculiarly favorable for placing him in a position to act occasionally as deputy for his employer, and it is here that the weakness of a too mechanical discharge of

duty may tell against him. His discharge of duty may have been scrupulously exact while simply obeying the established rules of the office, but directly he is called upon to take the initiative and is thrown back upon his own resources he will require something more than this—something of the faculty which interprets those rules and applies them to the varied circumstances of business. The great advantage of seeking to rise to a broader and more intelligent conception of your duties and opportunities than that required for taking down and transcribing shorthand notes, would in such a case become invaluable, and prove, if necessary, that the man who would rise should always seek to be greater than his post.

One of the most important qualifications for acting as deputy for an employer when necessary is obviously the cultivation of a good style of address, and the shorthand clerk who aspires to such a confidential position should see to it that in this as in other respects he is able to represent his employer creditably if called upon to act for him when coming in contact with men of education and culture. The clerk who in his address violates a common rule of grammar—probably confusing the singular and plural number as applied to verbs and represented in such common conversational mistakes as “you was” for “you were” and “wasn’t you?” for “weren’t you?” etc.—the clerk who never rises above such noticeable defects of speech cannot of course represent his employer with credit to himself, and the more especially if the duties of deputy are connected with any public office where verbal explanations have to be given frequently. Many a clerk employed in an office has found himself carried by the natural gravitation of long service into responsible duties of this kind who has absolutely stood still in those qualifications which would have enabled him to take the place of his employer as the latter would wish, and he is still as much a man of one idea of work as if he had never left the ledger. It is true no doubt that the position of a medium for expressing the wishes of another may tend to make the shorthand clerk’s duty in some measure a mechanical duty, and his aim should therefore be to see that while length of service and personal contact with an employer

are building up a connection which may place him in the responsible position which has been referred to, he is not forgetting those other qualifications which may counteract this tendency to mechanical effort and prepare him for the calls which may be made upon him, whether in the intelligent apprehension of a difficulty, the adaptation of the rules of the establishment to new circumstances, or in the important matter of a good and correct style of address.

Employers are not always models of patience in their dealings with those employed in an office, and the shorthand clerk who may happen to find himself in the service of a man of hasty temper may, like others, come in for a harsh word which he feels is unmerited, but if his employer is in other respects a fair and considerate man he should bear in mind that the pressure of many business cares and the hurry and rush of modern business life are not the best calculated for the improvement of temper, and any little reflection which is occasionally uttered under such circumstances and which is felt to be undeserved should not be taken too seriously by the young clerk. It would be worse to feel that he deserved it, and he may safely conclude that a single hasty expression is no more a true measure of the employer's estimate of his worth than a street disturbance is a measure of an Englishman's respect for law and order.

Finally, do not, when commencing a shorthand clerkship, presume upon the exceptional position which your Phonography may give you as compared with others employed in an office. Do not let ambition o'erleap itself by any eagerness on your part to force the value of your accomplishment unduly under the notice of your employer, unless circumstances, in course of time, warrant your doing so as a matter of business. In nine cases out of ten, business men take the blessings of modern progress in a very matter-of-fact sort of way. They pay their penny for the morning paper, their sixpences for telegrams, and their subscription to the telephone, and by virtue of these payments they become "shareholders in the concern" and consider themselves entitled to whatever "dividends" the progress of art and science may bring, and no amount of sentimental rhapsody about the mysterious far-reaching agency

which produces the "map of busy life," or the subtle agency which gives wings to his thoughts will ever prevent the business man from obtaining these advantages at a lower rate for cash if he sees half a chance. It is true there are many offices of high standing and repute in which there are good openings for shorthand, where this genius for a bargain is not quite so dominant a characteristic—where the rules of work and the arrangements of the establishment show a very considerate regard for the comfort and welfare of the clerks themselves. Moreover, to do even the keen man of business justice it must be admitted that he, too, is generally willing to pay for what a thing is worth—in *the market!*

If, therefore, the candidate for a shorthand clerkship cannot keep out of the crowd in competing for places, or if he succeeds in obtaining a situation in a less exacting way, he must, and certainly may safely, allow his Phonography to be judged by this standard of "what it is worth in the market." Though much might be said of it as a beautiful art, as a handmaid of progress which has already conferred, and is destined to confer, untold blessings upon the world of commerce, yet—and really in consequence of this—Phonography is quite capable of facing this Philistine standard of utility. Spare no pains, then, to make your Phonography in the office subservient to that end for which it is so eminently fitted, to the promotion of the highest of business virtues—*usefulness*. Spare no pains to make yourself, as a phonographer, necessary to your employer. Do this, and you will not fail of an adequate reward, for "there is a kind of good angel waiting upon diligence that ever carries a laurel in his hand to crown her."

APPENDIX.

In the chapter on "Books," etc., certain works of reference were recommended; but the recommendation need not be taken too literally if others are found to answer equally well. But there is a class of information, varying frequently, such as rates of postage, the correct names and spelling, styles and titles of public men and institutions at home and in the colonies, which can only be obtained from publications having a periodical issue, as a Postal Guide, *Whitaker's Almanack*, etc. Other kinds of information for reference, such as abbreviations, and forms of addressing persons of rank, are more permanent in their character, and it has, therefore, been thought well to add a short list of these as an Appendix to what has gone before.

ABBREVIATIONS USED IN BUSINESS CORRESPONDENCE.

@ At (as " <i>@ 3s. 6d. per yard</i> ")	E.g. (<i>Exempli gratia</i>) For example
% or acct. Account	E. & O. E. Errors and omissions excepted
A.D. (Anno Domini) In the year of our Lord	Etc. (<i>Et cætera</i>) And so forth
A.M. (Ante meridiem) Before noon	Ex. Exchange, Example
Amt. Amount	Exr. Executor
B.E. Bill of Exchange	Exd. Examined
B/L. Bill of Lading	Fahr. Fahrenheit
C or Cap. (<i>Caput</i>) Chapter	Fo. Folio
Cent. Centigrade	F.O.B. Free on Board
Comm. Commission	Gov. Governor
C.B. Cash Book	G.P.O. General Post Office
Co. Company	Ib. or Ibid. (<i>Ibidem</i>) In the same place
co. County	Id. (<i>Idem</i>) The same
% Care of	I. e. (<i>Id est</i>) That is
C.O.D. Cash on delivery	Inst. Instant, the present
Cr. Credit, creditor	Int. Interest [month]
Ct. Cent	I.O.U. I owe you
D.B. Day Book	Jno. John
D/D. Days after date	Jr. or Jun. Junior
Deft. Draft, Defendant	L.C. Letter of Credit
Dis. Discount	L.S. (<i>Locus Sigilli</i>) Place of the seal. Often placed on official announcements thus
Div. Dividend	
Do. Ditto, the same	
Doz. Dozen	
Dr. Debtor, Doctor	
D/s Days after sight	
D.V. (<i>Deo volente</i>) God willing	
E.E. Errors excepted	



Memo. Memorandum

Messrs. Messieurs	Per. By the (hand of)
M/d Months after date	P.M. (Post meridian) After-noon
Mo. Month	P.O. Post Office, and Postal Order
MS. Manuscript (plural MSS.)	P.O.O. Post Office Order
N.B. (<i>Nota bene</i>) Mark well	Pro and con. For and against
Nem. con. (<i>Nemine contradicente</i>) No one contradicting	Pro tem. (<i>pro tempore</i>) For the time being
No. Number [or opposing]	Prox. (<i>proximo</i>) next (month)
o/a On account of	P.S. (<i>post scriptum</i>) Postscript
O.H.M.S. On Her Majesty's	P.T.O. Please turn over
O.S. Old style [Service]	Q.v. (<i>quod vide</i>) which see
% Per cent	Sen. Senior
Oz. Ounce	Ult. (<i>ultimo</i>) the last month
P. Page (plural pp.)	Viz. (<i>videlicet</i>) namely ; or, to wit
Ɔ Per (as "per doz.")	
P/c Price current	

ABBREVIATIONS FOR NAMES AND TITLES, ETC.

Abp. Archbishop	F.R.S. Fellow of the Royal Society
Adm. Admiral	G.C.B. Grand Cross of the
A.M. or M.A. Master of Arts	Hon. Honorable [Bath]
A.R.A. Associate of the Royal Academy	J.P. Justice of the Peace
B.A. Bachelor of Arts	K.C.B. Knight Commander of the Bath
Bart. Baronet	K.G. Knight of the Garter
B.D. Bachelor of Divinity	Lieut. Lieutenant
B.L. Bachelor of Laws	LL.B. Bachelor of Laws
B.M. Bachelor of Medicine	LL.D. Doctor of Laws
Bp. Bishop	M.D. Doctor of Medicine
Capt. Captain	M.R.C.S. Member of the Royal College of Surgeons
C.B. Companion of the Bath	N.P. Notary Public
C.E. Civil Engineer	Ph.D. Doctor of Philosophy
Col. Colonel	Q.C. Queen's Counsel
D.C.L. Doctor of Civil Law	R.A. Royal Academician.—Royal Artillery
D.D. Doctor of Divinity	R.A.M. Royal Academy of Music
F.A.S. Fellow of the Antiquarian Society	R.E. Royal Engineers
F.M. Field Marshal	Rt. Hon. Right Honorable
F.R.C.P. Fellow of the Royal College of Physicians	R.N. Royal Navy
F.R.C.S. Fellow of the Royal College of Surgeons	V.P. Vice-President
F.R.G.S. Fellow of the Royal Geographical Society	W.S. Writer to the Signet (in Scotland, equivalent to Solicitor in England)
F.R.H.S. Fellow of the Royal Historical Society	

MODES OF ADDRESSING PERSONS OF RANK.

1. *Letter commences* ; 2. *Concludes* ; 3. *Address*.

The Queen—

1. Madam, may it please your Majesty ; 2. Your Majesty's most faithful and devoted subject ; 3. To the Queen's most Excellent Majesty.

Sons and Daughters of Sovereigns—

1. Sir, or Madam, may it please your Royal Highness ; 2. Your Royal Highness's most dutiful and humble servant ; 3. To His Royal Highness the Prince of Wales.

To a Duke or Duchess—

1. My Lord Duke, or my Lady, may it please your Grace ; 2. Your Grace's most devoted and obedient servant ; 3. To His Grace the Duke of —

To a Marquess or Marchioness—

1. My Lord, or My Lady, may it please your Lordship, etc. ; 2. Your Lordship's most humble and obedient servant ; 3. To the most Noble the Marquess of —

To an Earl or Countess—

1. My Lord or Lady ; 2. Your Lordship's most obedient and humble servant ; 3. To the Right Honorable the Earl of —

To Viscounts and Barons the same.

In the address to the widow of a Nobleman the word *Dowager* is added, as, To the Right Hon. the Dowager Countess —

To Baronets—

1. Sir ; 3. Sir —, Bart.

The chief officers of the Army and Navy have their rank before their title in the address as, General, the Right Hon., etc.

Judges are addressed as Lords ; as also are Lord Mayors.

Archbishops—

1. My Lord Archbishop ; 2. Your Grace's most obedient Servant ; 3. His Grace the Lord Archbishop of —

Bishops—

1. My Lord ; 2. Your Lordship's most, etc. ; 3. The Right Rev., the Lord Bishop of —.

The rest of the Clergy are addressed as Revd. Sir, in the letter, and Rev. — on the envelope, excepting that an Archdeacon is styled the Venerable Archdeacon — ; and a Dean the Very Revd.

Ambassadors are addressed as "Your Excellency" and "His Excellency —" in the letter and on the envelope respectively. Officers of State are addressed as the Right Hon. ; to the Right Hon. Her Majesty's Principal Secretary of State for —.

Mayors of Corporations, Sheriffs, and Aldermen of London, are addressed as Right Worshipful ; Justices of the Peace as Your Worships and Worshipful ; County Court Judges as Sir, Your Honor, to His Honor Judge —.

Ladies of all ranks are addressed "Madam" in commencing letters.

Before taking leave of his task there is one point upon which the writer of these pages finds it almost necessary to add one word. The use of Phonography in business is not confined to England ; its field is the ever-extending world of English speaking peoples, but different countries may have slightly different methods of work. In America most leading phonographers find the type-writer almost a necessity, and though its use has not become so general in this country, it may be in the future. If, therefore, the phonographer is ambitious and has the means and inclination to use one, he may find the type-writer a useful auxiliary.

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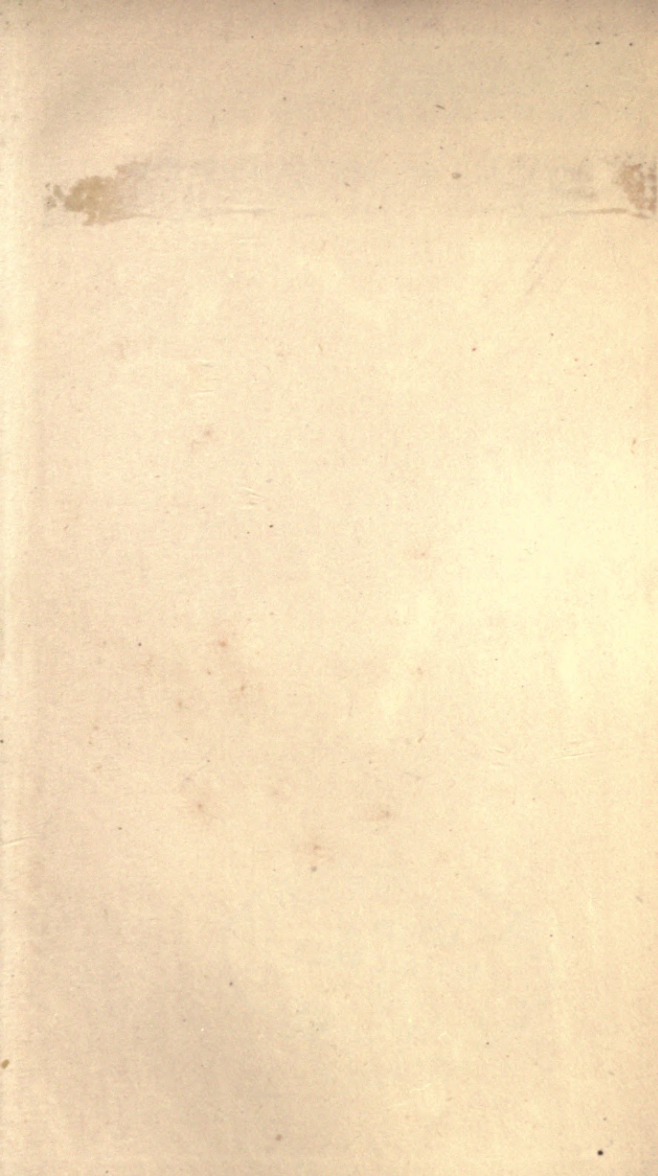
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