

TO THE OFFICERS AND EMPLOYEES OF THE  
SOUTH AUSTRALIAN RAILWAYS SERVICE

During the past four weeks, I have received a large number of complaints of our Service, from many of which I am forced to infer that, by the exercise of proper courtesy on the part of some of our Officers and Employees, many of these complaints might have been prevented.

I believe that the Officers and Employees of the South Australian Railways Service possess the faculty of being courteous to the Public. To those who are cultivating and exercising this faculty, I extend my congratulations and sincere thanks; to those who may not have fully appreciated its importance, thoughtful consideration of the following is suggested:—

1. The principle that underlies courteous treatment of others is simply that of doing unto others as you would have them do unto you.
2. The Railways Department is a complex and technical and business, and there are many things that you, with your training and daily experience, understand with perfect familiarity, but which the Public do not understand; therefore, do not assume that the Public should comprehend them without asking questions, but, when they make inquiry of you, give them the courtesy of a reply just as full and clear as you can make it, and without any suggestion of superiority born of a greater knowledge.
3. Words are only one means of expression, and manner is quite as important; therefore, remember that a kindly and gracious manner is not only the sign and mark of a self-respecting man, but is to your words what oil is to machines, in making them move effectively to their purpose.
4. True courtesy is no respecter of persons; it remembers that “a man’s a man for a’ that,” and gives the civil word and the helping hand quite as readily to the ill-clad stranger as to an official of the Department.
5. Courtesy is not only something that the Public have a right to expect of you and me, but it pays. It pays in the friends it makes for you personally, and as a representative of the Department. It pays in raising your standing in the Department. It pays in minimising the friction of your life, as well as that between the Department and the Public. It pays in the personal satisfaction resulting from having done the right and kindly thing by your “neighbor.”

It is my earnest wish that all of the representatives of the Department may appreciate and fully measure up to their duty and privileges in this respect.

W.A. WEBB,

Chief Railways Commissioner.

February 6th, 1923.