

# Shellegram

Deer Park Manufacturing Complex

Thursday, October 4, 1979

Vol. 44, No. 40

## It's Their Station In Life

Frank and Mary Billiter first met in a wheelchair square dance team in Houston. "That's when I was still spry enough to push a chair around the old dance floor," laughed Frank, a Shell independent dealer at Richey and Southmore streets in Pasadena. The couple, who both use wheelchairs, have been married 26 years and both work at the station on different shifts.

"Frank was crippled when he turned a wrecking truck over when he was 18. I was confined to a wheelchair after an auto accident," explained Mary. "Our customers never seem to notice we're in wheelchairs because we can do as much as they can. We keep the station clean, do automotive maintenance, just about everything.

"This station is a success because Frank goes out to the patrons and asks what they need. Even though we run a self-service station, we help the customers in every way possible." She also gave much credit for that success to mechanic Fred Ebbecke and manager Wayne McKendree.

Frank explained that the garage has been full all summer. "They've kept us



During a lull in pumping gas, Frank Billiter shares his concerns of running a full service Shell station in Pasadena while his wife, Mary, works on the bookkeeping.

— Carlos Vidal Greth

very busy. We've all worked as a team. With the gas we had, we did pretty well at the pumps, too. Even when we had long lines, we never received a negative comment from one of our customers."

Ted Nowak, routine analytical foreman at the Refinery Lab, is one of those customers who have trouble thinking of the Billiters as handicapped. He has known Frank since he took over the

station two years ago. "I've watched them wheel around the station sweeping with one hand and running the wheelchair with the other. Pity is the furthest thing from your mind when you meet this friendly, vigorous couple."

"Vigorous" is an apt description of the Billiters. Mary also works two nights (3-11) a week at Woman's Hospital as a patient clerk. "I take orders from both doctors and patients. The patient clerks do all the ordering for the individual units at the hospital."

Asked about noteworthy customers they've had at the station, Mary replied, "Actually, they're all memorable. In the hospital when they tell me, 'This patient is special,' I answer, 'All the patients are special to me.' That's the way we treat our customers—they're special."

Part of the reason customers have been so loyal is that Frank knows his business and clientele well. "This morning a customer approached the station and Frank predicted she would want someone to help her get her car started. Sure enough, when she came in she asked for a jump," claimed Mary.

Frank was a dealer prior to working  
Continued on page 2

## St. Clair Cited By Board

Jack B. St. Clair has been cited by Shell's Board of Directors for his many achievements and contributions to the company.

The resolution, adopted at the Board's July meeting said:

"The Directors of Shell Oil Company, in noting the retirement of J. B. St. Clair, wish to record their respect and personal regard for a colleague.

"Shell has benefited greatly from the vast experience, skill and talent of Jack St. Clair, who assumed major leadership roles in the company and in industry during his valued career. His many achievements are reflected in the numerous awards for distinguished service bestowed upon him by his industry colleagues. His untiring leadership in Shell earned for him the respect and admiration of all of us who have known him, both through his contributions as a Company officer and as a member of the Board of Directors."

St. Clair's retirement, effective September 1, ended a 39-year career during which he rose from the position of technologist to become Executive Vice President and a member of the Board of Directors of Shell Oil Company, and President of Shell Chemical Company.

## Words of Wisdom

Consider each other, love each other, trust each other and work to please each other. Those words of wisdom come from the lips of C. L. Williams, who speaks to those contemplating marriage from his vantage point of sixty years of experience with the same woman.

C. L., 84, and his wife, Ora Lee, 79, were married on October 12, 1919, at a small Baptist Church in Talpa, Texas. Together they raised four daughters and a son. Their son, C. L. "Chicken" Williams, Jr., is a boilermaker in Maintenance North. Three of their daughters are teachers and one works for a bank in Jamestown, New York.

The Williams children, who have provided their parents with 13 grandchildren and eight great grandchildren, will host a reception on October 7 from three to five o'clock in the afternoon at the First Baptist Church in Galena Park.



Ora Lee and C. L. Williams

## Billiters . . .

Continued from page 1

for Shell. "I came to Shell because it offered the best opportunities. It seemed like a congenial company to work for. My original impressions were right.

"My philosophy of business is based on service," Frank said. "I learned that when I was a kid working at a station in the 1930s. That manager would fire us on the spot if we weren't performing up to his standards. I ask for a lot from my employees; I want them to work as hard as I do."

Nowak told how he one day watched Frank at the station when there were long lines. "It was hot, and Frank was uncomfortable and perspiring, but he kept smiling. It helped the situation when the customers saw this kind man waiting on them.

"The efficiency and cleanliness of the station reflect the state of mind of the Billiters—they have a positive mental attitude about work and life."

# Tips On Choosing Your Next Car

The greatest single step you can take to save gasoline is to choose your next car carefully. Here's how:

If you are in the market for a new car, consult the "Gas Mileage Guide for New Car Buyers," available free from any dealer or by mail from: Fuel Economy, Pueblo, Colorado, 81009. Study the tables carefully. They give the most complete and accurate information available on the relative fuel economy performance of all current model cars, station wagons and light trucks. The estimates are in terms of miles per gallon measured on the Environmental Protection Agency's standardized fuel economy test.

The actual mileage you get will depend to a large degree on how and where you drive. The guide can be very helpful. Compare specifications and test results. You can save hundreds of dollars a year at no sacrifice — simply by choosing an economical car from the class in which you are interested.

If you expect to buy a used car, first consult the auto magazines or buyer's guides published by the consumer testing organizations. These should be available at the public library.

In buying a car, choose the size needed to satisfy your normal driving pat-

terns. Consider such things as the car's weight, and select the lightest car in the class. Also, choose the one with the lowest practical number of cylinders. Choose manual transmission if most of your driving is typically on the highway. And avoid power option extras. If you need extra passenger or trunk room occasionally, consider buying a compact and renting a station wagon once or twice a year.

Select a light-color car for a warm climate — to reflect the sun's rays; you might not even need air-conditioning, or if you have it, you might not use it much. Tinted glass or a light-colored interior also helps cut down on heat inside the car. If you don't need an installed luggage rack on top, specify a model without one; the rack adds to wind resistance.

## Welcome To Deer Park



John Lazaris  
Engineer  
Pres. Equip.



Tony Lloyd  
General Helper  
Maint. North



James McDonald  
General Helper  
Maint. North



Melvin Miller  
General Helper  
Maint. North



Army Nunez  
Gateman  
Security



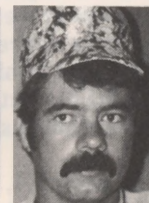
Scott Ramsey  
Pipefitter No. 1  
Maint. North



Ben Rhodes  
Pipefitter No. 1  
Maint. North



Katie Ross  
ER Analyst  
Employee Relations



Bill Scott  
Welder No. 1  
Maint. North



Terry Smith  
General Helper  
Maint. North

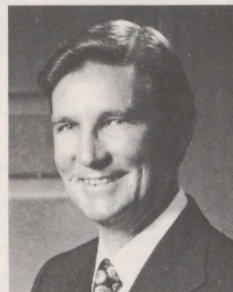


Dennis White  
Supervisor Personnel  
Employee Relations

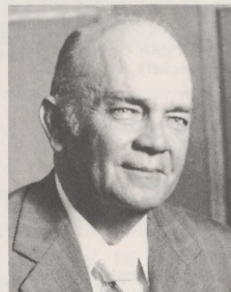
## Service Anniversaries



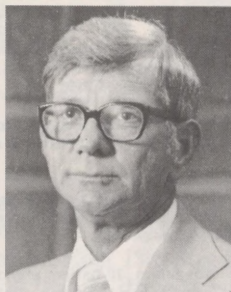
30 Years  
J. L. Beeson  
Inspection



30 Years  
H. C. Holcomb  
Maint. North



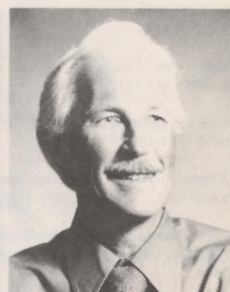
30 Years  
W. H. Reeves  
Distilling



25 Years  
M. J. Archer  
Special Maint.



25 Years  
R. L. Kibby  
Phenol B



25 Years  
E. D. Morris  
Project Eng.

## Great Deal Accomplished

Now that the hurried flurry of preparing for the 50th Anniversary celebration is over, those who devoted so many hours to its success can sit back for a moment and reflect on what was accomplished. A great deal!

Without a doubt more could have been said in the *Shellegram*. For example, did you know that from the earliest construction days of 1929 until now there has been a nurse on duty at the complex? That's right. The first nurse was Mary Binouck, who stayed only a few months and was replaced by Elizabeth "Heck" Heckler. Now Heck was different. She stayed for the next 37½ years, retiring in May 1975.

During those early years at the refin-

ery, Heck was the only nurse and she worked days, while the evening and night shifts were handled by men trained in the art of first aid. By 1935 nurses were on duty around the clock and Heck was joined by Virginia West, Pearl Johnson Dashner and Marie Ferrera Karney.

From these humble beginnings, Shell's medical staff grew and expanded. In 1947 another first aid station was established by Marie Ferrera Karney at the newly constructed chemical plant located nearby.

Nurses continued to be added to the nursing staff and one of those nurses hired in 1944 was Evelyn Leamons, who is now the nursing supervisor. Thanks

to her record keeping the above information was available.

Then in July 1974 Dr. David Miller was hired as medical director and both locations were combined into a Medical Department. Later, in January 1979, Dr. Miles Davis joined Shell as a staff physician.

Currently the Medical Department has nine full-time registered nurses, a nursing supervisor, an X-ray-trauma technician, three support staff, two ambulances, a main dispensary and a satellite one. The main dispensary is maintained around the clock with full doctor coverage weekdays and subject-to-call coverage on weekends. The satellite unit is open weekdays only.

## Four Retire From Complex

C. W. Johnson, 52, has retired as an operator No. 1 in Utilities North after 30 years of company service.

He and his wife, Lois, reside at 11110 Muscatine Street in Houston.

William A. Stabs, 57, has retired as an engineering supervisor in Process Control-Electrical after 38½ years of company service.

He and his wife, Robbie, reside at 407 Ilfrey Street in Baytown.

John B. Tarter, 54, retired as an operator No. 1 in Utilities North after 26 years of company service.

He and his wife, Mary Helen, reside in Freeport, Texas.

L. K. Wolfe, 55, has retired as an instrumentman No. 1 in Maintenance South after 26½ years of company service.

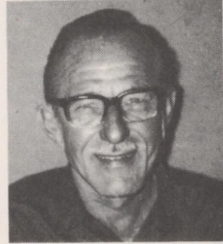
He and his wife, Betty, reside at 4319, Comanche in Pasadena.



Johnson



Stabs



Tarter



Wolfe

## United Way Wrap Up

<b>Chemical</b>	- \$68,105 or 105 percent of goal
<b>Refinery</b>	- \$78,297 or 106 percent of goal

# Classifieds

## FOR SALE

1971 VW Fastback, good condition, no flooding. \$1,095. 471-1527

Stocky gelding, good child's or beginner's horse. \$450. 471-1527

French Provincial couch and chair in gold brocade, excellent condition. 479-1135

1978 Pontiac Grand LeMans 2-door, bucket seats, console, vinyl top, 30,000 miles. \$4,995. 944-7126 or 944-8894

1971 Kawasaki 500 H1, rebuilt engine. \$575. 473-4369

1976 Ford LTD 2-door, P-S-B, auto, air, low mileage. \$2,500. 457-1223

1977 Chevy El Camino Classic 350 cu. in., 4-barrel, new tires, P-S-B, air, tilt, cruise, AM-FM. \$3,595. 334-1967

1973 Honda 350SL. \$550. 479-4901

Beach house, open floor plan, furnished, Crystal Beach, Bolivar Peninsula. 471-7098

4 leather cushion chairs with wicker backing and chrome legs, solid wood butcher block table with chrome legs, new. \$250. 471-4020

16' Mossback bass boat, 45 hp Chrysler, Lil' Dude drive-on trailer, stick steering, depth finder, trolling motor, etc. \$2,000. 452-6772

1978 Chinook 17' mini-motorhome on Toyota chassis, sleeps 4, stove, refrigerator, potti, sink, all hook-ups, 20 mpg, 25,000 miles, expanding top. 422-9740

Tripod, Velbon VGB-3, used once. \$30. 946-7404

1973 Kawasaki 350 dirt bike. Will trade for airless spray rig or table saw. 471-2961

1975 Chevy, 3/4 ton pickup with camper, LWB, fleet side, P-S-B, air, radio, cruise. \$2,695. 422-6259

Stauffer back exerciser, good condition. \$50. 471-2961

Crocheted afghans. \$50 to \$75. Kenmore washer. \$35. Whirlpool dryer. \$25. 1973 Plymouth Valiant Scamp, P-B-S, auto, air. \$1,300. 487-3588

1976 Capri II V6, 4-speed, Michelin steel radials, nice car, bad engine. \$1,000. 474-3971

1967 Mustang 200 CI, good running condition and tires, bad body. \$200. 472-0125

Honda CB400 Hawk Com-star 1978, 4,000 miles. \$1,400. 645-8797

1975 Rockwood mini-home, 29,500 miles, sleeps 6, generator, butane or electric refrigerator, luggage rack, extra tires. \$7,000. 487-5256

15 1/2' VBTM Chrysler, 85 hp Chrysler motor, tilt trailer with side rails, CB, life jackets, etc. \$2,000. 479-4472 or 455-7650

1972 F100 pickup, clean, sports custom. \$1,895 or will negotiate on accessories. 643-9027 after 5 p.m.

307 Chevy 3-speed, 70,000 miles, recent valve job. \$100. Realistic 8-channel police scanner, 3 extra crystals. \$60. Fiberglass top for El Camino. \$125. 487-1368 or 477-4229

Aquarium, 20 gallon, stand, gravel, complete setup with Diatom filter. \$50. Girl's bicycle, 24" frame, 20" wheels. \$40. 479-5018

1970 Ford pickup, 3/4 ton, P-B-S. \$1,650. 472-4931 after 6 p.m.

1974 Camaro, AM-FM, 350 2 bbl., auto, console. \$2,195. 479-3727

1978 Pontiac Grand AM, 4-door, cruise, tilt, AM-FM cassette CB, all accessories power, perfect condition, 16,000 miles. \$6,050. 643-1750

Couch, loveseat, couch table, coffee table, end table, excellent condition. \$450. 471-1472



## FOR RENT

3-1-1 in Pasadena area near schools. \$350, plus deposit. 487-5391 after 5 p.m.

Sageglen 5-3/2-2D plus study, 3200 sq. ft., both for- mals, wet bar, fireplace. \$575. 481-8150 after 5 p.m.

## WANT TO BUY

3 acres in Deer Park or Lomax area, owner financed. 479-1325

1974 or later Pinto for parts, any condition. 476-5595

Tent trailer in good condition. 473-3830

## GARAGE SALE

Sept. 6-7-8 T-F-S. Furniture and many more items. 3619 Roseberry, Fairmont Park West. 471-1472

## FREE

8 month female puppy, all shots. 4 month male. Mixed breed, excellent with children, housebroken. 427-1696 after 5 p.m.

2 year old female Basenji hound (African barkless), fence climber, housebroken. 475-1749

## FOUND

Tan suede shoes in plastic bag, size 1 child's saddle, child's brown purse, Betty's black and white jacket, 4 keys on a keychain, small pistol at 50th Anniversary. Claim in room 151 of refinery administration building.

## PERSONAL

I would like to thank my many friends for the retirement party and the gifts. I especially want to say "thank you" to each and everyone for the cooperation and friendship throughout the many years. Betty and I would like to extend an invitation to all our many friends to come see us at any time in our home in Austin, Texas.

L. F. Strange

## Provident Fund News

The Provident Fund valuation is as follows:

**Equities Fund**  
August 31 - \$3.141

**Shell Stock Fund**  
August 16-31 - \$43.093

# Shellegram

Deer Park Manufacturing Complex

Published weekly by Shell's Deer Park Manufacturing Complex for its employees and pensioners. All inquiries should be addressed to **Shellegram**, Shell Oil Company, P. O. 100, Deer Park, Texas 77536.

**Dotti West - Editor**