

1 [Commending telephone operators by declaring October 20 – October 26 as National
2 Operator Appreciation Week.]

3 **Resolution declaring October 20 – October 26 as National Operator Appreciation Week.**
4

5 WHEREAS, On March 10, 1876, Alexander Graham Bell invented the telephone; and

6 WHEREAS, Telephone operators have faithfully served callers for over one hundred
7 and twenty years since; and

8 WHEREAS, Operators are available twenty-four hours a day, seven days a week, and
9 give world-class customer service to both domestic and international callers; and

10 WHEREAS, Operators answer calls from customers requesting business and
11 residential telephone number listings; and

12 WHEREAS, Operators handle long-distance, person-to-person, collect, reverse-
13 charge, overseas and conference calls; and

14 WHEREAS, Operators also handle emergency calls and give special assistance to
15 persons such as those who are unable to dial or who are in emergency situations; and

16 WHEREAS, In an ever-changing corporate America, the operator’s job continues to
17 evolve but customer service still remains a top priority; now, therefore, be it

18 RESOLVED, That the Board of Supervisors of the City and County of San Francisco
19 recognizes the many contributions telephone operators throughout the country have made for
20 Americans and people abroad; and, be it

21 FURTHER RESOLVED, That the Board of Supervisors of the City and County of San
22 Francisco do hereby proclaim October 20 – October 26 as National Operator Appreciation
23 Week in the City and County of San Francisco.
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