

February 1951

Small office • Big job!

GENERAL SERVICE HEADQUARTERS

from Australia to Aroostook County



Last year these two receptionists at your General Service Office rolled out the red carpet of welcome to over 1500 visitors from all over the world. Company is always welcome in your Headquarters located at 141 East 44th Street, New York City, but the main job of the staff of 19 people is to "carry the message to other alcoholics." There are five secretaries, alcoholics, who carry on the correspondence related principally to group problems, public relations and pleas for help from alcoholics and their families. The general office work, bookkeeping and shipping is done by 14 "nons." Your Headquarters is supported by voluntary contributions made by the groups twice yearly.



To your General Service Headquarters come visitors from all over the country and far corners of the world. Sometimes they talk of group problems, sometimes it's a social call... but business or "just to get acquainted" one of the secretaries chats with them in the lounge.



One of the two general secretaries answers hundreds of calls from the press, radio and AAs with questions. To her desk, also, comes all of the daily mail to be sorted and channeled to its proper place.



Murray Hill 7-6523... Good Morning... This is often an anxious wife, friend or alcoholic's first contact with AA. Through this switchboard come thousands of calls each year from all over the United States ... sometimes from Canada and once ... from overseas.



If your group is registered with the General Service Headquarters it is recorded in this card file. Here, in the business office are kept the records of approximately 5000 AA Groups.



The large room where the secretaries work is the main highway for most of the Headquarters activity. Here, the secretaries take care of their correspondence. ...hold constant conversations with the business office manager (standing.) Now added to the work of the secretary in the foreground is the correspondence and the records of the coming General Service Conference.

The general secretary, in charge of group relations, is shown here discussing a question with the secretary who handles the foreign correspondence. Most group queries reach this general secretary, who along with her duties as "Mrs. Anthony" speaks to groups all over the country on the work being done by your General Service Office.

