



TOTAL NEWS

Property Patrol...CCTV Monitoring...Facility Protection...Equipment Rental...Fire Watch....

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You Get What You Pay For...

In recent months I have spent a lot of time reflecting on our 20 year anniversary. It never ceases to amaze me; the amount of memories, incredible moments, and the people that made all this happen. Allow me to take a minute to talk about those people, because I have learned a few things in the last 20 years, and the same values that started this company still drive us. When T.E.A.M. was started, it was not to be just another security company. It was to be the best; by providing better service through setting high screening and training standards, resulting in a superior employee. In security guard staffing, people are the key – from the people running the agency, to the support personnel for the staff, and obviously the guards themselves. It all comes from the top down; it is about the people, their personal and business values, their motivations and the quality of their training.

In the last 6 years or so, since the beginning of the recession, I have watched a disturbing trend. The value of security has gone down; not because security diminished in importance, but because so many companies have to make choices between covering a payroll, keeping the doors open, paying an insurance premium, or paying that other bill – the security guard company. To many, security guard services began sliding further down the pole in priority and as the economy has been so very slow to recover, it has created a new market – what I call the “bottom dwellers”. They are fly-by-night opportunists; many from out of state that come to town and offer everything, including world peace, at cut rate prices. Often they even operate as a “loss leader” below what even bare-boned, it would cost to pay a guard. The reasons behind their business practices vary: some do it to get a break into a particular market, others because they are desperate for cash flow, and some do it because they think they can become market leaders by underbidding every job. All three are equally dangerous to their customers. The old adage “You get what you pay for” holds very true in this case. Just think about this – the less they charge for services, the less their employees are getting paid. Do you think their employees are going to be incredibly motivated if they are not getting paid an honest wage? In the following months I will attempt to outline the do’s and don’ts in selecting a security guard service and explain why quality matters.



You would be amazed how many new clients call us because they fell for the trap of “too good to be true” low prices of another security company, and how dearly they often had to pay for that cost-saving. Because of seeing this happening so much, I think it is important that we share the factors that you should consider in hiring a security company. Most of you, if you are reading this, have already made the right choice and are our customer, but everybody talks to others, and maybe we can help you educate your friends and neighbors. There are many good security companies, and we want to help everyone avoid the bad ones.

-Mick Hirko



We are incredibly excited to announce our new and improved website! If you run into anyone that needs security, you can now send them to our website, and they can request a quote directly there! We are still working on some of the pages, but we’d love feedback on what we have so far. Please take a moment to visit www.teamsecurity.net and let us know what you think!

A Gun...Saves the Day?

Imagine that. Not another news article about some psycho shooting up a public place? No, instead, a [nice article](#), about a guy that used his gun as a tool to save the day. Some crazy guy at a Home Depot in Michigan was trying to stab the security guard that ran after him, after the bad guy stole a drill, and actually succeeded in stabbing the guard 5 times with a contaminated hypodermic needle. Hopefully that poor guard isn’t contaminated with a lifelong or deadly illness. His fate could have been death that day, if it had not been for the gentleman at the store with his gun. He was able to tell the crook to stop and get on the ground. Once he saw the gun, the criminal immediately complied and sat down without a fight.



This is a perfect example of why the 2nd amendment is in place, and the positive side of gun ownership. Because no one else is going to protect you—you have to be able to protect yourself. Before I worked at TEAM I was intimidated by guns because of my lack of knowledge. But then I decided to learn how to use one and I think it’s something that every person should do. In the best case, it will take several minutes for a police officer to arrive when you call 911. A life and death situation is decided in a few seconds. Being trained and confident in the use of a gun could save your life, or the life of a loved one. -Ashleigh

Event Calendar

DATE	VENUE	EVENT
April 2	Chase Field	DBacks vs. Giants
April 2	US Airways Center	Suns vs. Clippers
April 3-6	Veterans Park, Tolleson	Whoopee Daze Festival
April 4	Comerica Theatre	Gaither Homecoming Tour
April 5 & 6	Eastmark	Tough Mudder
April 5 & 6	Desert West Skatepark	Phoenix AM
April 5	Wild Horse Pass	Sammy Hagar @ Bikefest
April 5	Dirty Dog Saloon	Spring Fling
April 5	Phoenix Children’s Museum	Kids at Heart Gala
April 7	“A” Mountain in Tempe	Raising the Cross
April 10-13	Country Thunder West	Country Thunder
April 12	WestWorld Polo Fields	ASU vs. BYU Rugby Match
April 12	JW Marriot	Celebrity Fight Night
April 15	Comerica Theatre	Lana Del Ray
April 17	Comerica Theatre	Lorde
April 18	Comerica Theatre	Pet Shop Boys
April 23	“A” Mountain in Tempe	Lowering of the Cross
April 26	Scottsdale Civic Center	Fight for Air Walk
April 26	Tempe Diablo Stadium	Truck Driving Championships

Help Yourself

In today’s competitive market and adverse economy, it can be hard to find a way to make your company stand out above the rest. I came across [this really nice article](#), about how to add value to your business.

I know I am always paying attention to value when I shop somewhere. A classic example of something I do, is I compare the per ounce cost when I am grocery shopping, to determine if the bigger size is a better deal. Sometimes, it’s actually not!



And another (long-winded) example of value, is when my parents came to visit here in Eureka. We went to this fancy seafood place. Prices were a bit astronomical for my taste, but it was one of those “we’re on vacation” decisions. Instead of seating my husband and I at our table (that was empty and ready), they had us wait in the bar for the rest of our party to arrive. Once they arrived, no one came to get us, and we had to find someone about being seated. We were then told we could sit at the table that was empty this whole time (but mind you, we didn’t KNOW it was our table). We sat down and ordered drinks and appetizers. And those of us who did not have a water glass for a request one (seriously?). The appetizers we got were okay but they were not as wonderful, as I would imagine for those prices. After an hour and not getting any of our main courses, we made a group decision to leave. We did pay for our appetizers and drinks though. We all felt that if the food was mediocre, then the customer service better be ON POINT for those prices. Our waitress essentially ignored us when she realized our food had not come out yet, but she tended to the table right beside us. And guess what I gave to the restaurant—a YELP review. I was displeased enough to tell the whole online community about it. And we instead had gelato for dinner, at one of our favorite places downtown. We were no longer hungry by that point.

Value is extremely important, so I hope that the article can give you some nice ideas to grow your business!

-Ashleigh

“Renewal requires opening yourself up to new ways of thinking and feeling” -Deborah Day

Happy Easter!



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