

# T.E.A.M.

## ¢ ENTS

VOLUME III, ISSUE 1

January 16, 1997

Welcome to 1997 everyone, Happy New Year to all of you. It wasn't that simple on New Years Eve, as we all know (except Rodney). Who can forget the night of 1,000 T.E.A.M. employees and 100,000 people on Mill Ave ? Well, so you guys don't forget we're going to put a Block Party Re-cap in this issue so you can get the flavor of what went on in the whole Fiesta Bowl Block Party. Also included in this issue will be January Birthdays, any upcoming events, and of course the T.E.A.M. Top Ten List. For those of you guys who were around with the company back in January of 1995, you may notice something important about today's date. If not, let us remind you all or let the newer people know what is going on. Back on January 16, 1995 the first issue of T.E.A.M. Cents came out with paychecks. That means that the newsletter is now in it's third year (or volume), and hopefully the tradition will be kept up for many more to come.

Don't be surprised if you find this issue shorter than some of the others we have put out in the past few months. The reason being most of the TCS is occupied with their full time jobs, including their wrap-ups for 1996 in their respective areas. The coolest thing in here (besides the Top Ten List), though, is a letter we received from M.A.M.A. commenting us on the good job we did on New Years Eve working for them. You will find a reprint of the letter for your reading enjoyment. So here we go, the first issue of 1997, On to the News !!!!

### JANUARY BIRTHDAYS

1/10 ; Jared Summit  
1/11 ; Joe Guzman  
1/14 ; Dante Faraone  
Evan Webb  
1/22 ; Tyson White  
1/30 ; Sam Anderson

If you see any of these employees around wish them a Happy Birthday! Or in Jared Summit and Joe Guzman's case Happy Belated Birthday!

### T.E.A.M. ANNIVERSARIES

One Year 1/25 ; Evan Webb

### UPCOMING EVENTS

1 - 20 ; Martin Luther King Day  
1 - 27 ; Payday  
2- 09 ; Rodeo  
2 - 10 ; Payday, Newsletter  
January through March ;  
Scottsdale Celebration of Fine Arts

### BLOCK PARTY WRAP-UP

As most of you know, there was a little event in Downtown Tempe called the Block Party. This consisted of closing down Mill Ave. to vehicle traffic and opening it up to complete craziness. There were also a few bands that played on some stages around the Downtown area throughout the evening. Of course the "big" event was the countdown to midnight and 1997, when the people who make Tostitos chips had a giant tortilla chip dropped into a giant salsa jar at the stroke of midnight. TCS conducted a few interviews of different personnel to get their feelings on the whole event.

The first interviewee was someone

named MG (who requests to remain anonymous after his disastrous interview with a certain local television station):  
TCS- *What was the block Party like?*  
MG-"Well, everything went well as far as people doing their jobs. That aspect went very well. We did have a few minor problems with actually staffing the posts, though, so it was surprising how well it went. I didn't like being at the main stage at midnight because they had that big chip and they weren't giving any real ones out to us." *(not an actual quote-TCS).*

\* \* \* \*

Our next interviewee was an assistant supervisor in the Hayden Square zone. He did not request to remain anonymous, but due to space constraints we will also abbreviate his name.

TCS-*So, what was the Block Party like for you ? What was it like to supervise at a major event for the first time ?*

TW - "Well, it was kind of boring actually."

TCS-*Come Again ? Boring?*

TW-"Well, I was hoping to be in the area where Michael said he wanted to be, over by the giant tortilla chip and salsa jar." *(not an actual quote TCS).*

\* \* \* \*

One of our supervisors had this to say about the people who worked on his crew for the Party on Tuesday...

BA-"By the middle of the shift, my crew was composed entirely of myself and men from organizations other than T.E.A.M. They did an excellent job, considering it was the first Power

92 concert for all of them. Standing

in one place getting your eardrums blasted for six hours for a company you don't even work for is a great accomplishment."

\* \* \* \*

Here's a comment from Scheduling Manager Mike Tabaka...

MT-"Well, at least there are 350 more days until next year's Block Party!"

\* \* \* \*

The last interviewee is Mick Hirko, not to be confused with the guy (Todd, whoever that is) who runs the City of Tempe.

TCS-*What was the night of December 31, 1996 like for T.E.A.M. ?*

MH - "We learned a lot of lessons out there that night. Everyone that worked that night did an outstanding job for us. Of course there are a lot more lessons to be learned for next year's event."

### TWO YEARS, STILL GOING

It was all started by a former management member who didn't know when to call it quits, by giving the original TCS a kick in the butt to get a company newsletter started. Over the years we've brought you the agonies and ecstasies of our company, covered all the big events and even some minor ones. There are some people new to the company who dread the coming of the newsletter because they know they messed up. Some employees are aware of the spy network we have that always gets the scoop on people doing silly things that they thought no one would find out about. If there are any doubts, the TCS is not out to get anyone or humiliate our employees with the things said in here. It's always done in good fun, and by the way, T.E.A.M. Cents has always been an open forum. If you feel inclined to comment, suggest, or question, drop your written material off to the receptionist in 111 during business hours. Here's to another good year!

### BRIAN'S BONUS BITS

\* Radio etiquette - if you don't have some, get some! Lately, the TCS has noticed that some of our permanent employees are setting some bad examples while talking on the radio. Phrases such as "screwing around" are not acceptable.

\* All employees will check in at 209 for ANY shift effective now. There will be a Duty Manager in 209 from the hours of 0800 - 0200 daily. All away accounts will be checked in by the duty manager 30 minutes prior to the start of their shift.

This includes all Macayo's, Pointe, Royal Palms crew. It is no longer the duty of any supervisor to sign crews in or issue equipment, the Duty Manager also has that responsibility.

### DEGENERATION X

*(Erica Jensen's new column -TCS)*

Ding, dong, the witch is dead. Oops! Sorry, I'm in a wacky mood. Anyway, my column is back after a two month absence. My apologies to Chris. Okay, since that's out of the way, last time I mentioned I was going to do a "Slam the Man" column featuring one of our management members. Well, guess what? It's here! Want to know who it is? No, I'm not going to tell you. Just kidding! Do you really want to know? Okay, featured manager is T.E.A.M.'s own Quality Control Manager, Michael Guzman. Sorry, Bruce, I'll get you another time.

\* \* \* \*

Over and over again, most of us have heard the name Michael Guzman. Well now I'm going to unleash the truth, If you don't believe what I'm writing ask others for proof.

If you look in the Texas Handbook at 209, you'll see he is listed as a black bellied whistling duck.

Only because he has a big pot leaf tattooed on his gut.

If you're wondering why he has a big tummy,

Let's put it this way, what Michael is to Filiberto's what Winnie the Pooh is to honey.

Michael has a caterpillar for a pet, really it's name is Uni-brow, maybe I should explain this further yet.

I know it can do at least one trick, it can squirm across his face, but now I think he's teaching it how to kick.

If you ask him anything about interracial relationships with

Klingons, Sober or drunk he can go on and on.

Everyone accuses him of being confrontational,

In reality he's just harshly educational. All in all Michael is an okay dude, I suggest you don't cross him if he's in a bad mood.

All righty then, I hope you enjoyed the "Slam the Man" Column. Until next time, I'd like to leave you with this thought: Why not? Oh, and Michael, I know you want to get me back so just remember this. I left out a lot of stuff this time around so I can come back just as

well as you can.

### M.A.M.A. MIA !!!

Here is a reprint of a letter sent to us by the Mill Avenue Merchants Association. They organize the event, meaning they hire T.E.A.M. to work the event.

Dear Mick,

My family and I, and several guests of my firm, recently attended the Fiesta Bowl Block Party and had occasion to interact with many of your employees. Our experiences were so positive with several of them that I thought they deserved to be brought to your attention. Forgive the absence of last names, but here goes: Alex, who was in charge of the parking at the Fiesta Bowl\Old Town Square parking lot where my business resides, was excellent. Unlike almost every one I have ever dealt with in this position before, he went out of his way to be courteous to and recognize our clients and guests and was careful to direct parkers away from the reserved parking, thus ensuring our availability. He was very helpful under difficult circumstances.

Mark, who was on security at the Tony Rich stage, went the extra mile and assisted our family with a difficult "kid matter." As I stood backstage I also watched him interact with the crowd and he did a superb job.

Jared was on the gate at the Tostitos VIP party and went out of his way to be courteous to an unruly crowd and handled some unusual situations with aplomb.

These three guys are among your best employees and deserve a pat on the back.

As always, thank you for your excellent coverage of our event.

Sincerely,

Paul D. Evers, CPA  
President, Board of Directors

M.A.M.A.

### DUCK SOUP

I am writing this month from our home office at the Inter-national Save The Endangered Emu Head-quarters in Swansonville. You know what kind of fowl they eat in Swansonville? Crow. (Ask Jeff Swanson)

I have come before you to stand behind you to talk about recruiting again. Some of you were a great help with recruiting during New Year's Eve. And those of you who did help out deserve a well earned

thanks. Now for the rest of us. During the event, about a hundred of us wasted energy whining about wishing we had more help that evening. If everyone who whined had spent an equal amount of energy weeks earlier talking a friend into helping out, we would have been fine, really. So we have no one to blame but ourselves. Should of, would of, could of is the swan song of wanna be's.

Like the military, we here at T.E.A.M. are always looking for a few good people. If any of you have friends and family, or friends of family who are looking for work, please give Doug a call. We can always use the help. Valentine's Day is coming up. If you want to get a better gift, put your sweethearts to work now, so they can save up.

Seriously, we do always seem to need the help. Do not hesitate to give out our number, or Doug's name to people you know who need work. If you want to, we can make Doug's business cards, recruiting posters, applications and a host of hiring propaganda available to you. You can also get credit for people you recruit, and earn bonuses.

This is our company. Do you like to work big, fun events. Then let's grow to meet the challenge. And how do we get bigger? It starts with you. We need you. Please help.

### MICK'S MEMO

First of all, I would like to apologize to everybody about the delayed payroll. As you probably already know, we didn't have much of a choice in the matter. Most of our clients don't mind calling one hour before they need our service, but think it's all right to pay us a month later. That, combined with all the extra wage cost associated with the holiday pay, and the holiday mail slow-ups, made it impossible to get our clientele to pay us in time. I sincerely hope this is the last time this happens, and really appreciate all your patience.

New Years Eve- What a night! I don't want to dwell a lot on it, as I am sure that in different parts of the newsletter, everybody had a little to say about it. Let me just thank all of you that were there for all of your hard work. It's safe to say that it was a long, hard night for all of us, courtesy of those (ex) T.E.A.M. employees who decided not to show up. I could write a top ten list of all the incredible things that we heard and/or saw

relating to the people who didn't show up - from the ones who cancelled because they didn't want to get wet, to the two ex-employees who no-showed, only to be seen at the event, chugging a few beers. It's really a shame that it is against the law to shoot people. None of that can put a damper on the incredible job that everybody did that night, and brought it all together. You really earned your (late) pay.

Oh, by the way - We bought a new Velcro uniform for Thomas Denton, who's uniform kept coming off at the end of the night at Macayo's. (Inside joke). He got punched in trying to break up a Code 2, and decided this fool was going to get some Thomas loving. (This type of justice is understandable, especially after a night like that, and is not encouraged.) Anyway, it all ended well, and Thomas can pick up his new non-removable uniform from Stephen anytime.

Every year, there are a million stories after the Block Party, and I'm sure you all have your own. One of the best one's I heard this year was of one of our employees efforts to get to work that day. Bowe Brumagin went home for Christmas. His parents live in Portland, Oregon. Well, just before New Years, that had a bit of a cold spell up there, resulting in the airport being shut down. Good enough reason to cancel, right? Hell, for many, encountering a slightly black cat on the way out of the door of 209 is enough reason to cancel. Not for Bowe. He had his parents drive him ten hours to Reno, Nevada, the closest airport that was open. From there, he jumped on a plane, and got to Tempe in the nick of time. Shortly after he left Reno, it got flooded out, closing the airport there as well. Great dedication, Bowe. Now, explain why you haven't been hardly working since New Years Eve? Just curious..

With the beginning of the new year, we, as a company look back on the old year, think about what we can improve on, and plan for the next year, and plan on changes, that improves how we work, and how we can do a better job. Well, changes are coming, with some people taking over new responsibilities, and some moving around in job descriptions. By next month, we will have a little more info on that. A new thing, that started this last Monday, is a 24 hour dispatch (or at least for all hours that anybody is working). The title for that position is Duty Manager, and they are responsible for dispatching, sign-in,

equipment deployments and retrieval, and quite a few other things. This is happening through 209, and from now on, all sign-is, deployments, and sign-outs will be going through 209. There will be a memo out shortly, giving everybody a bit more detail. One of the biggest benefits is that now you can always reach somebody on the radio, if you need assistance with something, have a question, or need services (PD, medical, towing, motor assistance, etc.) it will also benefit us as a company, in that we will now always know within minutes if somebody is late or did not arrive at an account, even if you do not call in when you arrive, for whatever reason. Remember, you must call in arrival and departure times from all away accounts. Just call 829-6066. If nobody answers, just leave a message, with your name, the account and location, and your times. This will also assure that everybody gets paid, as so many people forget to sign-in or out.

From now on, the Duty Manager will sign you in and out. All you have to do is verify the times, and sign your name. There are exceptions to this, such as the Point, where you sign-in and out at their office, and the Owl's Nest, where you also sign-in at the location. We have been having a lot of problems, with people "fudging" on their times, and our clients think we are trying to be dishonest when they get out invoices, when we are really only billing what the sign-in sheets say. I hope that you will all help us make this new program a success, and help us all be a better company and team. The duty manager will be different people, comprised from our management and top supervisors. Since Corey Lines is still trying to break Tony Gonzales' consecutive longest hours worked, Corey volunteered to do the whole first week, but we figured that by day three he would be slobbering on the sign-in sheets, and we couldn't read them anymore, so we decided to go with the eight hour shift idea instead.

I hope that all your wishes and aspirations for 1997 become a reality, and hope that you all have included making T.E.A.M. the best security company one of your resolutions for 1997. I know I did. Anyway, see you out in the field. Keep the Peace!

### T.E.A.M. TOP TEN LIST

From our new home office in Flagstaff, Arizona, today's category is "Top Ten T.E.A.M. Employees You Wouldn't Want

To Get Snowed In With", here we go.....

11. Corey Lines
10. Gary Adair
9. Bruce Buettner
8. Bob Conway
7. Steve Boggs
6. Evan Webb
5. Anna (No paychecks)
4. Larry Goslin
3. Brad "The" Genius
2. Those Guzman kids

And the number one T.E.A.M. employee you wouldn't want to get snowed in with, especially if there are any Port-A-Johns nearby is...

1. Tom Stoffel - because you'll need to sanitize his flashlight !

### **GUZMAN'S GHETTO**

Hello and Happy New Year T.E.A.M. employees. Thank you for your patience with the delay of distributing your paychecks. There are a few things that are going to change this year. Here are a few of the changes. Evaluations are currently done every Wednesday between 1000 - 1600. The change will be that evaluations will only be held 2 Wednesdays a month. The dates will be posted at the beginning of each month with the Training Coordinator and the Receptionist. Another change is I will hardly ever be mentioned in the Newsletters of '97, as I have threatened to sue the entire staff back in the news room for their involvement in exploiting myself and my name in the Newsletters of '96. Before I go, a reminder to all employees, **ADVANCED CLASS TOMORROW AT 1700**. Also, all employees inquiring about the position of Supervisor, we will be accepting letter's of intent all next week. Now so long from the ghetto.

### **CHRIS' CORNER**

Well now that New Year's is here, let's get on with our lives. Thanks to all of those who showed up, you all did an exceptional job! There are many of you who were hired only for the Block Party, and only the best ones we asked to stay on, so make Doug proud.

As some of you know with the new year come new changes, and I'm sure Mick and Michael already covered them. So let's all try to make them work.

Some of the events that we forgot to include in the events listing is the supervisor meeting being held on Tuesday, the 21st in 111. All supervisors and probationary supervisors need to be

present, bring pen and paper. Also bring any ideas or suggestions.

Well, sorry I have to cut off right now but I'm running out of time and I don't want to keep you waiting any longer for your checks. So, until next time, have a good year and good time out in parking!