

# J.E.A.M. CENTS

Volume III, Issue No. 7

July 1, 1997

First of all let's get the rumors out of the way. Many of you have heard about the changes happening at T.E.A.M. and I would like to straighten it out now. Welcome to the new edition of the company newsletter, and yes, all those rumors that you've heard are true- *T.E.A.M. Cents* is merging with Doug Hawkins' magazine *Show West*. The new name will be *T.E.A.M.'S Show Cents*. Many of you may not notice the new changes, but in time there will be some. For instance, any events going on at Wesley Bolin Plaza will be listed under Wesley Bowlin Plaza! Other's will enjoy the "Silence is Golden" column penned by Karen Foley.

Also the newsletter will now be put out on the first day of the month. So the next issue will be out on August 1st. For those of you picking this up for the first time, this is *your* newsletter, so if you have any suggestions, ideas or would like to help out, just contact Chris in 111 during business hours, your help is always welcomed!

#### DISCLAIMER

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#### T.E.A.M. BIRTHDAYS

Bob Smith >>>>>7/9  
Jolene Buscher >>>>7/12  
Victoria Gonzalez >7/19  
Billy Smith>>>>>7/25

Happy Birthday to all of you and if we forgot someone, Happy Birthday to you. So if you see these employees around wish them a Happy Birthday and ask them how old they are- you should hear some funny answers!

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

This month we two employees that have stuck with T.E.A.M. for one whole year. Coincidentally these two started with us on the same day, made supervisor at the same time and went to the same school, so we'll just give them one "one year anniversary shirt" that they can share! Congratulations to Wendel Lackey and Tyson White for hanging in there. Your lucky day is July 18.

#### JULY CALENDAR OF EVENTS

7/2; Power Jam at Desert Sky  
7/4 ; Fourth of July  
7/4-5; Granite Mtn Grill Rodeo  
Round-up in Prescott  
7/5 Fifth of July  
7/11 Convenience Store  
7/11 Hayden Square Concert  
7/15 Pay Day  
7/15 Supervisor Meeting  
7/19 Downtown Cooldown  
7/22 Employee Meeting  
7/28 Pay Day  
8/1 Newsletter

#### DUK SOUP

By Doug Hawkins

As you have no doubt heard, the computers at the office are networked now. The biggest improvement now is that instead of having to sit here and write Michael's column on my computer, I can go write it on his computer and then send to through the network to my computer.

What is the best source of new

employees? Is it schools? Is it social clubs? No, the best source of new employees are all of you folks. Right now we are in a growth phase. We are already gearing up for our fall events, and adding people to fill out permanent positions in Tempe and around the valley. If you have any friends or family or friends of family that are looking for work, let them know about T.E.A.M. If you need applications, just ask Colleen, Doug or Chris for assistance.

#### WANTED

The T.E.A.M. Cents staff needs new blood. We would like to add to our editorial staff. We need people with a good cents of humor. Ability to spell is a plus, but as two of our supervisors attest, it has never been a requirement at T.E.A.M. Anyone interested let us know.

**QUESTION:** Do they have the Fourth of July in England? For the answer see below.

**ANSWER:** Yes, and they have the Fifth and Sixth of July too.

#### RULES OF ENGAGEMENT

By Doug Hawkins

Several of you have had questions about T.E.A.M.'s policy for dealing with the public. Remember the T.E.A.M. motto, "Your most important weapon is your smile." We here at T.E.A.M. exist as a direct alternative to the stereotypical big, tough guy image. At some companies they use the strictest means available to enforce the rules, and at T.E.A.M. we pride ourself on our courteous, professional, and diplomatic personnel. All of our personnel are specifically selected for their "ability to communicate effectively with the public."

Some of you may be used to dealing with situations differently than we do. As a service, we are presenting a mock scenario here, with our recommended strategy for dealing with the situation. Let's say you are at an outdoor Hayden Square concert. One of the rules you are to enforce is no stepping on the flowers. The first time you catch a patron violating this rule, approach them politely. Straighten your collar, and in a calm tone of voice, say "Excuse me, could you please not step on the flowers. They are planted by the company that manages Hayden Square. If we kill all their flowers, they have threatened to cancel future concerts here." You see in this way, you give the person the reason for the rules, and give them an incentive to comply. Should the person continue to break the rules, you may want to give them an alternative, for example standing on the planters across the way, where there are no flowers. This way they can continue to do what they are doing, and not threaten the future of

the concerts. When the person continues to stand on the flowers, and you have to approach them for the hundredth time, we recommend the following. Approach them politely, and in a calm tone of voice, say "Excuse me." Then in a methodical, slow continuous motion so as to not cause a confrontation, bend over and bite off their ear. Should they resist, or complain, or during any future investigations, you should say something like, "I just don't know what came over me, I snapped - tee-hee-hee. I have a family to support and this is my job, I know they are only killing the flowers so I have to pay for them. I will go to counseling, if you do not hold my paycheck."

#### **QUOTE OF THE WEEK:**

"You can make a silk purse out of a sow's ear..." *Mike Tyson*

#### **MICK'S MEMO**

By Mick Hirko

Nobody can accuse us of being dull. In the last month a lot has happened. Aside from changing the date that the newsletter comes out - it will now be the first of each month, you may have noticed a few other changes. Lets start with the most important. I would like to welcome Dana

Mule, Taryn Jewel and Joyce Kubaca to our office staff, and over a hundred new employees to our ranks. I have known Dana and Taryn for many years, and we used to work together at a company called VIP (Which went out of business after we all left), and I am personally happy and proud to work with these professionals again. Don't let Dana's

constant pacing and usual scowl fool you, he's really a nice guy, but has too much on his mind all the time. Dana was responsible for the years of success that one of our competitors enjoyed, and we hope that he will bring his leadership and event experience, to take us all to another level in the event industry. I hope you will all have a chance to work with them in the near future, and get to know them. If you haven't met them yet, please make an effort to say "HI!". Dana is going to be responsible for running many of the new accounts, as well as marketing and helping run operations. Taryn is going to assist Dana, run other events, and help with scheduling and personnel issues, as well as client relations. Taryn is a legend in her own time for having done scheduling by herself for several of the largest event management companies in the southwest for the past 13 or 14 years, often scheduling 5 to 600 people a day for special events. Believe it or not, she is still somewhat sane. Joyce has assisted her for some time, and is a really nice person. She is going to be concentrating on scheduling, as well as being an administrative assistant for Dana. We hope that this is the beginning of a long and mutually beneficial relationship for everybody.

Between Joyce, Joe and Taryn, I have to congratulate them for pulling off the immense staffing success, and getting over 250 people scheduled for the OzzFest last week. And this is only the beginning! WE have ahead of us unlimited opportunities to solidify ourselves not only being the best, but the biggest event security and staffing company in the state of Arizona. We will need all of your help to succeed in the future and to make us bigger and better than we are now. In the future, you will have the opportunity to not only work at Desert Sky and Firebird International Raceway, but many of the other fine concert and sporting facilities throughout

the State. We'll hopefully see everybody there.

I realize that in the last couple of weeks a lot has happened, and much of what has happened is because of their joining us. In the coming months, we will have the opportunity to work a lot of new and exciting events. Many of us already got a good day behind us at the Blockbuster Desert Sky Pavilion last Thursday for OzzFest. A good time was had by all, and everybody did a great job. Thanks a lot, to everybody that was there. The only one who was auspicious in his absence was our Newsletter editor, Chris Casias, who instead chose to have a cool weekend in the northern Pines of Williams, Arizona. He claims he needed the time to create new editorial insight, and cover other aspects of life in the workplace. Seriously, while we were getting sun-bumed and passing out from dehydration, Chris and Tyson White were busy checking ID's for the "Festival in the Pines". Rough Job! On a very serious note, I hope everybody was reminded how important it is to drink a ton of water on those hot days in the sun. We had one employee transported to the hospital from the heat and dehydration, and countless patrons suffered the same fate. ALWAYS drink plenty, when you are working any outdoor day shifts. When you start to feel sick, it is already too late. There are further tips on how to stay cool and well in the Arizona heat elsewhere in this column.

Finally, I would like to make you aware of the departure of Stephen Anderson. Stephen was with us for over two years, and his dedication, stone cold faced humor and camaraderie will be missed. He was a good friend to many, and he will be missed. We wish him all the best, and should you hear a loud explosion off in the distance, you will know that he is still somewhere in the area. Good luck, old friend, and may our paths cross again some day.

## TIPS FOR THE SUMMER

By Agent Brian Acuna

Here are some more useful tips for this month for you to think about and use out in the field...

\*As we approach the hot summer months, I'd like to remind you guys about the importance of drinking water. The deal is, you can either drink water on your own, have us take care of you and help you out, or have the EMT's give you water through your arms in the ambulance. So, the bit I have to give you is this - if you don't have to take a 10-100, you're not drinking enough water for your body to even work right in the hot day time we tend to have, when you have a long day shift.

\* Remember to drink plenty of water when you are out on the field ; even at night. You will get dehydrated. Drinking soda will only worsen the problem because caffeine soaks up all your body's water. Also try to eat a light to regular sized meal *before* you come in to work. That way a lunch break should not be needed during your shift. Most of our supervisors probably feel awkward giving out lunch breaks to employees who are working a four to six hour shift, especially when that shift starts after 2000 hours.

## GUZMAN'S GHETTO

By Michael Guzman

Hello once again from the desk of Michael Guzman. Some of you had the opportunity to work the Ozzfest last Thursday. First I would like to thank those of you who did work for helping to make T.E.A.M.'s first show at Desert Sky Pavilion a successful one.



Next order of business. We are looking for employees who wish to have set schedules in Downtown Tempe. Keep in mind, that these

employees will have **FIRST CHOICE** of which special events,(concerts, e.t.c.) they wish to work. A rotation system will be designed so that the Downtown Tempe positions can and will be able to have replacements during the events that they wish to work. If you are interested in any permanent Downtown positions please

contact the administrative office to make the necessary arrangements.

That is all I really have to write about this time so c-ya aro und!

## ***JOB OPENING***

Now hiring full-time security guard for Papago Medical Park, 7th Street & I-10 freeway, Phoenix. Hours are 2 pm to 10 pm, Mon-Fri. Patrol four story medical plaza and assist staff with security and customer service issues. Safety escorts to vehicles. Patrol six story parking garage. Those interested should contact Chris Casias or Doug Hawkins as soon as possible. Position is closed when full. Must be clean-cut and able to work in a professional environment.

## **CHRIS ' CORNER**

By Chris Casias

Thanks for tuning in this month, as many of you are aware there have been many changes taking place around the office. One of the many things that have changed is some of the things that I will be doing from now on. First- I will be taking over quality control duties fro Michael Guzman. So from now on, those of you coming in for an evaluation will be seeing me from now on.

One other position I will taking over will be the training program. I have met with most of the supervisors and have told them what is expected of them. One thing that I do want to enforce is: employees using the chain of command. What this means is- if you have a problem while you are on shift, see your supervisor first. Do not go to Michael or Mick. If your supervisor can not take care of your problem, then you will be directed to me. I will be contacting everyone before there is a training class, please try to attend one of these advanced training classes. What's in it for you? You get to keep your job!!!

For those of you filling out payroll protest forms- when you fill one out, you must meet with me personally. Once you fill it out either make an appointment with me or I will call you. This form also must be filled out completely. Do not just write one sentence and expect me to figure it out. Once I meet with you then I will take care of it and let you know the answer.

You are not to go the payroll department directly. They will not help you unless you were sent there by me!

So enough of my griping, remember just follow our procedures and we shouldn't have any problems. Again thanks for picking up this issue and hope to hear some feedback from you here in the future.

Now sit back and enjoy the following story from:

### TRAILER PARK THEATRE

Something snapped. The wind blew, the dust rose, and inside my trailer, an empty malt-liquor bottle came sailing for my head from the kitchen, which was a good 20 feet away. My excellent reflexes afforded me a timely duck that spared my skull, killed my prized possession- my 12-inch black and white Mitsuba. The deadly 40-ouncer lodged an explosive direct hit, sending sad bits of picture tube all around my

feet and ending my long standing love affair with I *Baywatch* boobs, *Kojak* reruns and Lee Marvin movies. Oh, the unexplainable horror. Television (along with Henry Miller, the Clash and beer) makes long stretches of grinding Arizona summers endurable.

I sat there in utter disbelief.

I looked up, and she was standing there, her big eyes all wide, hair wild, heart pounding and mouth going, "I've had it with your drinking and yelling at the roaches and neighbors! You lay around all day while there's no food to eat!" Her face was getting all red. "And you cut everyone down, people work hard! Why are you so bitter? Why do you hate everything?"

She was some kind of exotic in a natural, meaty, Texas-bred way. Thick, blonde hair and a full mouth. Beautiful. She was also crazy, but I was in love. I also knew she'd leave sooner or later, because good things don't reside here. I wasn't looking forward to the agony of abandonment. I offered up false optimism, though I realized she no longer wasted faith on me: "Ah, baby, it'll be all right. Everything will work out, sugarplum, I promise. Don't leave me. I'll try harder, I swear."

"You're as cheap as your words," she

said with a knowledge of me greater than my own. "And I'm sick of being your living room maid, your bedroom whore and your cook in the kitchen! You don't know how to love. I want a man. I want flowers. I want away from you!"

She stormed off, and I followed, watching her pull all her thrift-store blouses, skirts, pumps and weathered lingerie together. She went around

and grabbed all of her knickknacks, the feminine things that somehow took the edge off this place, and piled them with her dime-store cosmetics. She found her photo album, the only evidence of her past, full of people she'll probably never see or hear from again- the ones, no doubt, I would hear her softly talk to late at night, in spite of the fact that I haven't had a phone for years. I could only imagine the pain. It made me want her more.

She stuffed it all in that puke-colored suitcase I bought for her (the only thing I ever bought for her) the night we met in California, when she said she had nowhere to go. And me being from nowhere, I took her back, via bus, to my trailer in Apache Junction. That was a half-year ago.

Wearing jean cutoffs, flip-flops, mirrored sunglasses and my old Ramones *Rocket to Russia* tee shirt (obscenely stretched to accommodate her heaving chest), she grabbed the suitcase, pushed the screen door open and took her first steps away from me. As she made her way past the neglected yards of other trailers, her figure fading into June twilight, she looked like an angel. The sight nearly killed me, and I knew I'd never see her again. Whatever I did, I didn't mean it.

Life just got worse. Way worse.