

# J.E.A.M. CENTS

VOLUME III, ISSUE NO. 9

SEPTEMBER 1-30, 1997

So we come to another edition of our company newsletter. Hope everyone is in good health and looking forward to the month of October, as we will be busy. So make plans for calling in sick to your other jobs or schools. As some of you may notice we have some first time contributors to the newsletter. We also want to wish Marlyn Davidowski a Happy Belated Birthday, since we forgot hers last month. Apparently Joyce was hoping she forgot her birthday so she wouldn't have to buy her a gift.



One thing we would like to remind you of is, as always be sure to drink plenty of water for those long shifts in the sun. Especially if you're working on the parking crew on Mill Avenue, some of you found out how hard it is for us to get you water in time. Remember, you are welcomed to bring your own water jugs or containers with you out at your parking lot.

So on to the news and helpful information. Also look for the comeback of the Top Ten List and check out our upcoming events and birthdays.

**DISCLAIMER**

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**T.E.A.M. BIRTHDAYS**

Maria Vega 9/1  
Shannon Aries 9/2  
Rosalinda Jimenez 9/4

Daniel Thomas 9/5  
William Callopy 9/7  
Devonne Dukes 9/12  
Jillian Golden 9/13  
Kris Blackburn 9/15  
Lynn Tomlinson 9/16  
Francis Chieg 9/17  
Frederick Latinis 9/17  
Terrence Daniels 9/19  
Kenneth Shamblin 9/19  
Joyce Kucaba 9/20  
Chris Crain 9/22  
Cullen Foster 9/22  
Kevin Knolley 9/22  
Richard Lopez 9/22  
Christine McBane 9/22  
Phillip Thomas 9/24  
Blanca Alvarez 9/26  
Gary Rooney 9/26  
Dave Ellender 9/27  
Jaime Parra 9/28  
Mikki Mead 9/29  
Dianne Decker 9/30  
Tino Sanchez 9/30

As you can see our birthday lists are getting longer, so we will have to stop buying gifts for everyone before we go bankrupt, but I'm sure Dana and Mick will take you out for a cerveza.

If you see any of the above co-workers wish them a Happy Birthday and make them feel special.

**SEPTEMBER EVENTS**

9/1; Labor Day- T.E.A.M. offices closed  
9/3; Luther Vandross @ AWA  
9/6; Advance training class in 111 @ 1pm.  
9/7; Cardinals vs. Dallas parking  
9/8; Payday @ 4pm

9/12-14; Fiesta Patrias @ Civic Plaza  
9/14; Tracy Lawrence @ DSP  
9/16; Wall Flowers/Counting Crows @ DSP  
9/16; Mexico's Independence Day  
9/18; Live @ DSP  
9/19; ZZ Top @ AWA  
9/20; ASU vs. BYU Parking  
9/20; Edgefest  
9/21; Rage @ DSP  
9/22; Payday @ 4pm  
9/23; Supervisor mtg in 111 @ 7pm  
9/24; 311 @ DSP  
9/25; Santana @ DSP  
9/27; Advance training class in 111 @ 1pm  
9/30; Employee mtg in 111 @ 7pm  
10/8; Payday @ 4pm

And of course we have Mill Ave on weekends working at bars, clubs, Centerpoint, Frat parties at ASU and the Ave!!!



Interested in working these events? Call the scheduling department on Tuesdays and Wednesdays. Remember, if you sign up for an event, get all info that you need- refer to Scheduling column in this issue.

**TARYN'S TERROR**

By Taryn Jewell

Security Guard Cards: are you aware that it is an Arizona State Law that you have a Security Guard Card in order to work in any security



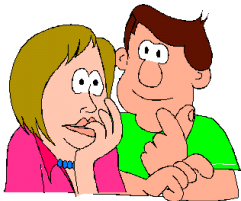
capacity? Those of you who do not have one need to contact us immediately to make arrangements. If the money (\$34) is a problem, we can make arrangements for you. Just so that you know-should you be checked by DPS while working and do not have a guard card you can be personally fined-so this is no joke!

Advantages to having a guard card:

- 1) Further Training
- 2) Given priority on events
- 3) Get to work with me

### FROM THE SCHEDULERS

Joyce and Trey



We need to re-organize! Please note the following so we can do a better job while scheduling you:

- 1) Scheduling is done Tuesdays and

Wednesdays.

- 2) Have paper and pen ready to write down your schedule before you call us.
- 3) Make sure you write everything down regarding the events you are being scheduled for:

I.e.- location, reporting time, dress code, where to park, etc.

- 4) Do not chat with the schedulers about your personal problems- we care about you, but not that much.
- 5) You must realize that the more you talk to us about anything other than your schedule-then:

- a) More phone lines are tied up.
- b) We get less work done.
- c) Events don't get covered properly.
- d) Your co-workers are left on hold for days.

6) If we page you or leave a message that we need you to work, have the courtesy to call back- even if your answer is "no". We have voice mail after office hours so there is no excuse not to have this courtesy, and if you don't- it will be remembered.

7) Call-off procedures (or if you're going to be late, car trouble, etc.) Again, there is no excuse not to call. And listen carefully to the voice mail- you must go to the

scheduling line and page if any of the above occur. You cannot just leave a message on our voice mail.

8) Wonder why you're not working the George Strait Concert? (just an example) The smaller more popular concerts are given to the following types of employees:

- a) They call weekly
- b) They work whenever needed
- c) They work the less desirable events
- d) They never or rarely call off
- e) They NEVER no show
- f) They are always on time or early.
- g) They show up in uniform and ready to work

So don't whine when you don't get scheduled for the best events!

If any of you have any suggestions regarding the scheduling- please feel free to call us!

### BASIC DRESS CODE INFO

<u>Location</u>	<u>Dress</u>
America West Arena	Pants
Coliseum	Pants
Desert Sky	Pants/Shorts Phx
Inter. Raceway	Pants /Shorts
Firebird Raceway	Pants/Shorts
Phoenix Civic Plaza	Pants/Shorts Mill
Ave.	Pants/Shorts

Note that pants or shorts must always be black.

....Live From the Chevy Chase Theater, it's .....

### THE KAREN FOLEY

#### SHOW!!!

By Karen Foley

Well, HELLO everyone! I'd like to share with you some information that our GM, Michael Guzman, gave to the managers to read over, *Superstar Supervision in Ten Easy Steps*. This information will benefit everyone whether you're a supervisor, trainer, or if it's your first day on the job.

Being a great supervisor isn't easy. You often find yourself being pulled back and forth between two constituencies- management and your subordinates. Serving as a go-between is a tough job, but it can be a rewarding one if you set your goals high. Here are some standards to strive for.

**\*When you have a dilemma, ask**



**yourself how you would handle it if you owned the company.** Base your decision on information, but take the leap. If you're really concerned, consult a manager first. The point is to have the courage to put your beliefs into action.

**\*Be consistent.** Supervisors who give you mixed messages- maybe they write tough memos but are lenient on oral commands, or vice versa- are frustrating to their employees. Consistency, whether it's in giving discipline or making promotion decisions, is an essential safeguard against possible legal claims.

**\*Accept criticism gracefully.** Anyone can be friendly at a party. But when you are being given some tough feedback is when you really have the opportunity to show your professionalism.

**\*Be organized.** Even if you don't feel organized, the semblance of order can be very reassuring in a chaotic workplace, and you'll be setting a good example on top of it.

**\*Be personable.** This means the little things. Like remembering the names of everyone you come in contact with in the workplace. Greeting someone in the hall by name can go far in establishing you as a confident and likable employee.

**\*Keep worker informed, but not only when something is in formative stages.** Employees who are given tight turnaround times on new projects, without any kind of warning, can grow resentful. Sometimes this is unavoidable. However, if you know a time consuming project looms around the corner, let your staff in on the details.

**\*Help your workers advance.** Frequently ask your subordinates what you can do to make their jobs better. Make yourself available to them as they move up in their careers. This can only make you look good as your department gets the reputation of being a training ground for superstars.

**\*Give rewards at the right time to the right people.** Part of your power as a supervisor is the authority to confer awards in the form of praises and recognition. This is a key power you can use to motivate workers.

**\*Never promise- or even hint- what you can't deliver.**

**\*If they have earned it, go to bat for your workers with management.** This

will earn you the trust and respect of your subordinates, and also of management. By the way, you'd be surprised at what a small amount of "going to bat" it actually takes, and remember, good stories, like bad ones, circulate quickly.

*Tune in next time when karen's guests will be Cindy Crawford singing her hit song "Mole People Got No Reason To Live" to an audience of Centerpoint transients! A night of glamour to be sure!*



### DANA'S DEN

By M. Dana Mule', Esq.

In light of certain recent events, I think that now is the time for all of us to sit back and re-evaluate just how lucky we are to work in the fun and exciting world of entertainment/event management. Yes, I know what you're thinking, "Is he friggin' nuts?", but, you have to look at this job in comparison to most others.

Fast food employees either die from E-coli bacteria infestations or are killed in freak tomato slicer accidents. Have you ever really looked at a Burger King employee? Hair full of grease, fryer burns on 60% of the body, and no more than three fingers per hand. Not a great look for dating. How about topless dancers? Oh sure, it may look glamorous, but do you know how hard that extra weight is on a person's spine? What about the way those dollar bills chafe the skin. Cops (and Postal employees) get shot, Firemen burned up, architects get ink poisoning, pilots are blown-up, and computer programmers get carpal tunnel syndrome. Even doctors have it bad. Sure they may drive Mercedes, but is that worth examining some parts of the human anatomy? ...I don't think so. Besides, you fondle a few patients while they're sedated, and bamm!!...you get sued for malpractice.

What's the world coming to? So, the next time you think you want to vomit from the fetid stench of some patron while working a Phish concert, or the next time the bank teller asks you if you want your paycheck cashed in nickels, dimes, or quarters.....remember, it could be alot worse.

*\*M. Dana Mule', Esq. is an accomplished writer, actor, politician, physicist, and runway model. His work is published nationwide in most major trade publications, periodicals, and newspapers. He was recently the fashion editor for Vogue Magazine-France.*

### MICK'S MEMO

By Mick Hirko

Here is an expression I am sure you have all heard: " I t



really doesn't matter, because I have a real job." Well, boys and girls, I've got some news for you - This is a real job. we looked it up. Since you have real responsibilities and duties when you work for T.E.A.M., and since you are told when to be where, and what to wear, and what to do, and since we pay you with real money, THIS IS A REAL JOB! There are many of us who not only treat this as a real job, but as our only job, we take it very seriously. We work hard all the time, to make us successful, but we depend on each and every one of you to make all of our events a success. It doesn't matter if you are guarding a gate or doing searches at the entrance of Desert Sky, if you are checking ID's at a bar, if you are charging for parking in Downtown Tempe, or if you have to help with the clean-up and tear-down at Hayden Square after a concert, it's really a job. Not everything we do is fun, but it must be done. Not everything we do, you get to roam, or respond to problems; some things you just have to stand there and greet people, or make sure nobody goes into a certain area - Trust me, it's important. We are there protecting not only the livelihood of our clients, but our own. We take all those things very serious, and it is a job. By definition, a job is something you need to make money and meet your obligations. I think we are pretty up front about what we do from the first day here, at the training session.

An apology for the many people who care, (and I understand there is a million different motivations why individually we work here), I have a recommendation for those of you who don't see this as a "real" job - Either get with the program, and try to understand why we care, and start caring yourself, or get the hell out of our way. We would much rather reward those who work hard all the time, and who do the less fun things and who do care, and give them the fun events to work. The reality is that we want everybody to care, but if you don't - you are in the wrong line of work - real or make believe. There is another solution - if you are one of those who does not see this as a real job, let me know. We would be more than happy to start paying you with not-so-real money. A lot better all the way around. Finally, if you are reading this, share it with your co-workers, because if you are taking the time to read our newsletter, you do care about this job and this company, and all this is written not for you, but for those who didn't read this.

The purpose of this is not to offend anybody or upset you, but if you don't take this job seriously, you are offending a lot of good people who are dedicated, committed and proud of the work that we collectively and individually do 24 hours a day, 365 days a year.

Our doors are always open for you. If there is something we can do to help you make your job better, talk to us, and attend the employee meetings - every 4th Tuesday of the month - Your input is important, and we constantly strive to make this company, your jobs and performances better. We do need your help, feedback and support. We are only as good as you want us to be, so help us be the best!!

Keep the Peace!

Bring your neighbors to work!



By TCS Staff

For those new employees who have been picking up the newsletter since day one, we have in the past included a top ten list in the issues. In the past few weeks we haven't had one due to UPS not being able to deliver the list from our home offices.

Also due to the copyright infringements of NBC we are forced to move our home office every month so we don't get raided, so if you have any basements or attics that our top ten list crew can work out of for a month let us know!

So on to the list..... From our home office in the Jury Room of Symington's fate. Our category this month is....Top Ten Reasons To Pick Up An Issue Of *T.E.A.M. Cents*:

10. Get to see Taryn's stress in writing instead of over the phone.
9. Find out what annoys the accountants.
8. Find out what annoys Mick.
7. Read about Dana's fantasies!
6. Compare Joyce and Trey's picture to the real thing.
5. Find out when Joe Guzman's next going away party is going to be!
4. Find out when Trey's going away party will be.
3. Find out about new policies you can break.
2. Read about Micheal's escapades in the desert.

And the number one reason to pick up the newsletter is.... find out Dana's secret recipe for boiling water!!!!

Tune in next month for another top ten list from our surprise home office somewhere in this country!!!!

Bring in your friends to work!

**GUZMAN'S GHETTO**

By Michael Guzman

Well hello again from Guzman's Ghetto, as everyone knows the busy season is upon us. Next month through December is the busiest time of the year for us, especially now that we are all working together now. So, it is time to start encouraging all of you to recruit friends, family, pets, great Grandparents, etc. Don't forget about our



\$bonus\$ program. If you are not aware of these recruiting incentives then you need to ask someone. With the busy season upon us we also need to re-address the security license issue. **NOT ENOUGH EMPLOYEES ARE GETTING THEIR LICENSES, SO GET THEM!!!!**

Also we are holding several I.D. checking training classes that all of you need to attend. We will be working several I.D. checking jobs throughout the next 3 months, and so we need to make sure that everyone who has not attended a class, attends one in the next few weeks. Also if anyone is interested in having set schedules there are still many positions open. Please contact either Joyce or Trey for more information regarding set schedules. That's about all I can think of to write to you all about so until next time, C-C-C-C---YA!!!!!!!

### TRAINING SESSIONS

By Chris Casias

Our next scheduled advanced training class will on Saturday, September 6th at 1pm. So if you need to get signed off on certain classes contact me in 111. Also for those of you who want to bring in friends to work- have them come in for an orientation. These are held every Wednesday at 6pm.

### CHRIS ' CORNER

By Chris Casias

Have any of you ever made any mistakes or decisions that you may have regretted later on in life? I'm sure everyone has, whether it's quitting a job, getting married, passing on



a once in a lifetime opportunity, making a bad decision or just plain had to deal with what you have or had.