

When you get off your shift, you can call the office with your out time during business hours or leave shift hours on voicemail.

2) Off-site sign-in using office voicemail.
3) The third and final way to be signed in, is to call the office voicemail, which will pick up after four or five rings, and then leave a message for personnel and scheduling. Include your name, location, in or out times in military time.

Please adhere to all of the above procedures. By adhering to all sign-in procedures, the amount of payroll protests and corrections will be kept to a minimum.

UNIFORM STANDARDS

We at T.E.A.M. take alot of PRIDE in our appearance. We know at times we get relaxed with enforcing these issues, so please bare with us

and take Pride in the way you present yourself and T.E.A.M. No matter where you are working around the valley, unless specified differently, your uniform should consist of NICE black pants or shorts. We are approaching the summer months where shorts will be the standard uniform appearance. Remember, whenever you work an indoor event, always wear black pants. At most events a polo shirt, sweatshirt, or jacket will be provided for you. If you take on small call, please ask the schedulers if you need to stop by the office and pick up a uniform. Black shoes should be worn with all uniforms. This may be either tennis shoes or a conservative black pair of boots. If you enjoy wearing hats, please remember T.E.A.M. has hats or you may provide yourself with a plain black or white baseball style hat or cap.

Whenever you call to get a schedule, do not hesitate to ask questions regarding uniforms. We tend to take you all for granted and assume you know proper versus improper uniforms. Remind us as we will remind you. Appearance is the number one complaint amongst our clients. Let's show our clients the PRIDE we possess at T.E.A.M. Keep your uniforms clean!!!

Where we go and what we do advertise what we are.

This has been a friendly reminder from your Event Director of Operations and his staff here at T.E.A.M. This is Jeff Fischer saying Thank you and Good day.

FROM THE ACCOUNTING OFFICE, OR AS WE CALL, IT THE FREEZER!

By Cade Rowley and Adam Tolman

On rare occasion, the amount on your check is less than what it should be. There is a rational, logical way to amend this problem. First, get a payroll protest form from Chris Casias and fill out all the applicable information, including a list of all the jobs you worked, along with a valid reason for your protest to be considered. "I worked Club Rio on the 16th and I was not paid for it", is an example of proper justification. "I think I should have got paid more" is not a valid reason, along with "I'm missing hours." This does nothing for us and will not be given a second glance! You then need to sit down and go through the sign-in sheets with a manager to double-check your times against the times on the sheets.

In light of this, we remind you of the need to sign in and out, or to ensure the person in charge of that signs you in and out Since we do not work in the field, we can not be expected to know if someone was not signed in or was signed in incorrectly. After doing these things, if your paycheck still shows a number differing from the sign-in sheets, you may turn that in to accounting and if the total number of hours missed is more than ten, you will receive a check within three days of turning in your protest. If the difference is less than ten hours, the missing pay will be added to your next check.

Please see that you do all you can to help in this matter, as our goal is getting you paid the correct amount on time. Following these procedures can help us all be more efficient.

FOR SALE

1981 Ford van, runs great.

\$2300 O.B.O.

Contact Jeff at 787-1083.

MICK'S MEMO

By Mick Hirko

I'm not anywhere close to being as old as Bob Smith, but I've been around for a while, and been working in the entertainment industry for over half my life, in one form or another. Last Monday, while watching the Oscars, I began thinking (a dangerous thing for me to do at any time). The Oscars were created to honor and celebrate the accomplishments of artists who work very hard, to be the best that they can be. With all the glitz, pomp and circumstance it is sometimes easy to forget how much hard work goes into making a film. We have done security for quite a few film shoots, but what we see is only the tip of the iceberg (oh, no, not another "Titanic" pun!) of what it takes to make a movie. People that come to events that we work also have little concept on what it takes to bring an event together. From planning, budgeting, raising money, hiring talent and staff, making sure you are complying to legal and liability rules, advertising and promotion, ADA access, bathroom, parking facilities, hiring security, ticket takers, vendors, parking, clean-up, set-up and a million other staffing needs, it takes months to put on a successful event. After you have done all that, you pray that people show up, enjoy themselves, spend money, and desire to come back another time. That moment that the gates open to an event is a gut-wrenching moment for any event producer. Where am I going with this? Well...

Even though we are only a part of any event, we go through many of the same things. We meet with the client months ahead of time, plan, budget, set site maps, advise and recommend. Then the client tells us that he can't afford all that security, chops the budget in half, and we come back and tell the client that we can't do the event with that few personnel, and that it isn't going to be safe. Keep in mind, that for most people security is a necessary evil that is required, and only costs money. You can't make

money off of having security. To make a long story short, after a bunch of back and forth, we finally agree to a number that we can all live with. Then we go to the schedulers, give them the calls, and after they stop crying (well, Frank doesn't cry - He just starts packing his stuff, and mumbles: "I don't need this crap! I'm going back to Avnet!), we get them calmed down again, push Frank back into his office, and begin scheduling.

Before you know it, it's time for the event. Remember that gut wrenching feeling I mentioned earlier? Dana, Michael, Jeff and all the rest of us who run events have that feeling every time at call time. Will everybody show up? Will they be in proper uniform? Will so-and-so not be mad because they don't end up with the best post? Meanwhile, the schedulers are up, no matter what time the call is, working on cancellations, no shows, lates, etc. The person running the event is on the phone with Frank, Taryn or Joyce, and not getting the answers they want. This is not a situation or a feeling I wish on anybody. It stinks, and takes years off of our lives. We always get through it, and next week, do it all over again. Not because it was so much fun, but because it is our job, and we have to do it. Wouldn't it be great if we could do an event without that sinking feeling? sure it would. But, how? Actually it's fairly simple. If you are scheduled - Show up, and follow our rules. Every job in the world, there are certain guidelines, rules and policies that must be followed. You show up for work, you get paid. You don't show up, you don't have a job. You do something wrong, you get punished. you do a good job, you get rewarded. Those are universal truths, and apply to our industry, as well. We give a lot of latitude due to individual circumstances, but don't

take advantage of our considerations.

I wish we could have annual award ceremonies, like the Oscars. What would we call them? Stephanie thinks I want to call them Tysons. We couldn't do that, because the statues

would end up getting snowed in somewhere and show up a week late (sorry, Tyson, I couldn't resist). If we called them Bobs, we wouldn't remember what we did with them, or that we were supposed to order them. I don't know. Does anybody have any ideas? Seems like a subject for one of Chris's Top 10 Lists.

Well, I'm officially on a tangent.

What I am getting at is that we would love to reward everybody for the great job they do, the initiative they show, the enthusiasm that they bring to work (Stephanie Paine wins that one hands down) the friendly, helpful attitude used to help others, the nice smile used to greet a guest. There are so many good things that we all do. Dana pointed out to me last week that during our staff meetings, all we do is talk about the bad things that happen, and the problems we have. He's absolutely right. Part of that is because we only want the best, and aren't happy with anything less than that. The other part is that we sometimes forget all the good things, and how many people break their butts, trying to do much more than is required of them, because they care, and have the moral fiber to excel. I want to thank all of you for that, and regret that I don't do it more often. That's one of my goals. One of the few ways we can show you is by throwing a party. Yes, we are going to try it again, after the last one got rained out. Details on where and when are elsewhere in the newsletter. I hope you all can make it, and party with us. I wish we could have a big celebration like the Oscars, and as soon as our clients let us start billing 250 millions dollars for a single event, I guarantee that we will have a party that will make the Oscars look like a Troll parade. Until then, we are committed to each and every one of you, and to do everything we can to make T.E.A.M. the best security company in the state, and hope that all of you help us to reach our goal, of making every event that we staff the best, and all of us proud of the hard work we do. Keep the Peace!

DID SOMEBODY SAY

McDONALDS OR TROLL? By Chris Casias

A friend and I went to McDonalds for lunch one day, it wasn't very busy so we didn't wait in line for too long. I ordered some fries and a burger, same thing for my friend. So when we got our food we went to get a seat. My friend wanted to sit by a window and the only table available was by this dirty looking woman with all her belongings in a shopping cart, so with my experience in working downtown Tempe I figured that she was a transient. At this time I realized that we forgot to buy some drinks, my friend said he was going to the bathroom, while I went to get our drinks. I bought our drinks

and went back to the table where we had left our food. When I got to the table I saw the homeless lady at our table eating our food! By this time my friend was still in the bathroom. So I walked up and asked her, "Why are you eating our food? That's our food I just went to buy our drinks!" She said, "This isn't your food, this is my food!" By this time I was getting a little mad and again told her that she was eating our food. She responded by asking me, "If this is your food where is your receipt?" "Who keeps a receipt from McDonalds? I know I don't!" I told her.

Finally my friend came from the bathroom and asked me what was going on. "This lady just came over and started eating our food!" So my friend said not to make a big deal out of it. I agreed with him since I didn't want the food she had already started eating.

We went up to the counter and ordered again. My friend wanted to sit somewhere else, but I wanted to go back to where the lady was sitting and sit there. So we sat right across from her and ate our lunch. A few minutes later she got up and I guess went to the restroom because she left her cart there with her bags in it. I waited until she was out of sight and then I went

over to her cart and took her bags out of it. I took both bags over and set it on our table.

The lady came out and went over to her cart and started looking around, she was looking for her bags. She then looked over in our direction and saw the bags on our table. She started walking to our table, then she asked me why I had her bags. I responded, "What bags?" She said, "Those bags on the table, they are mine!"

I then asked her, "Do you have a receipt for them?" She said no, so I told her, "Then if you don't have a receipt for them these are my bags." She just looked at us and started walking back to her table. At this time I told my friend, "Let's get out of here!"

So we grabbed both of the bags, threw them in the car and took off.

TARYN'S THANKS

By Taryn Jewell

If at anytime that you are scheduled for a shift and an emergency comes up that prevents you from making your shift, you need to do the following:

*First of all, the only times you may cancel are during emergencies. You have to

cancel four hours prior to when your shift starts. If not, it is a no call/ no show and gets put into your file.

*If you need to cancel during business hours. Call the office (829-6066) and ask to speak to a scheduler (do not cancel with the receptionist or accounting, it must be with a scheduler, Taryn, Joyce or Frank) personally.

*If you need to cancel during non-business hours here is what you do:

Dial (from your phone or pay phone, either will work) 829-6066. Or if you're out of state that number would be (602)829-6066).

If no one answers wait for voicemail to pick up. It may ring three to four times before it picks up.

When voicemail picks up- listen to message. Press 1 (one) for scheduling.

Then press 1 (one) again and listen.

After listening to message, hang up and dial 219-5965. This is the scheduling pager. On scheduling pager leave name, number, day and time of message or punch in your number and wait for a scheduler to call you back.

Do not leave a message on the office voicemail, or on anyone else's voicemail.

We love to have you visit- but please, our office is a place of business. When you do come by- please let Colleen know who you are, and who you are looking for. Do not go past the front desk like you own the place. Do not hang around in the scheduling office, if you do we will blame you for not having all shifts filled!

A special thanks to the following employees, these are people who make our company what it is today. If you know them- maybe you can learn by their examples, they do their best to work when needed, never call off, are always on time and properly dressed, do not pick and choose their events and all have great attitudes. Again Thanks to all of you:

Charles Allison Joe Alvarado
Larry Angel Ralph Auguste
James Baney Sam Blie
David Benbeneck Eddie Cano
Rolando Caudillo Richard Cavasos
Ken Chambers Dave Clinkenbeard
George DeAlejandro Cathy Denning
Marlyn Davidowski Judy Durnal
Nathan Fluett Sean Foreman
Jon France Jeremy Garcia

Adam Gill Armando Gomez
Shane Godek Jimmy Green
Andy Jimenez Linda Jimenez
Sam Kahoiwai Ted Keller
Ben Kucaba Jeremy Lange
Jaime Levario Shanna Lockbaum
Keith Liermann Anthony Lopez
Jerry Maddox Neite Mareus
Christy McBane Pete Morales
Stella Morales Aaron Moore
Aaron Mule' Art Munoz
Mike Nicklous Stephanie Paine
Ed Ornelas Jared Rafferty

Robbie Rodriguez Jody Rotenburger
Tino Sanchez Julian Sanchez
Mike Shipley Jessica Schrage
Mary Siraitare Tom Sterf
Robert Swatzell Masroor Syed
Nita Tahmakera Penny Taylor
Rebecca Thomas Jerry Waggener
Sean Wilson George Wolf
Jay Yamasaki Rich Bernstein
James Curtis Kenny Goatee
Carlos Zavala Ricardo Hosten

FOR SALE
1994 Ford Ranger XLT, extended cab, AM/FM radio, bedliner, AC. In mint condition- many extras. \$10,500 OBO. Contact Jeff at 787-1083

T.E.A.M. TOP TEN LIST

By Chris Casias

While driving around the valley trying to find this new ball park everyone is talking about, I saw alot of funny bumpers stickers. Many of them reminded me of employees or actually described some of our employees here. So read our list and try to match up the bumper sticker to the employee that it reminds you of. From our home office in those \$1 seats in BOB our category is.... "Top Ten Bumper Stickers Describing Our Employees".....

10. "DEPRAVED"
9. "Let's Talk Trash"
8. "Falling in Love is Hard on the Knees!"
7. "If Bulls----t was Dynamite, You Would Blow This Place Apart!!"
6. "Still Nuts After all These Years"
5. "LOST AND SPACED"
4. "Evil, Wicked, Mean and Nasty"
3. "Wanna Come Up and See My

Chainsaw?"

2. "I Don't Love You Anymore Since You Ate My Dog!"

and the number one bumper sticker that may or may not describe an employee is.....

" Support Search and Rescue- GET LOST!!!"

CHRIS ' CORNER

By Chris Casias

Thanks to all those who were out at the festival on Mill Avenue this past weekend, I know most of you got sick or sicker. We do appreciate your help and we'll do it again in December.

I have just a few things to cover, first one being radio etiquette. I understand that for many of you, using a radio is new, one thing that you must be careful of, is watch what you say. We do not want to have anyone using foul language (or as Corey used to say "fowl") on the radio. The other rule is- only use proper T.E.A.M. codes. These other 800 codes that are going

around are not to be used or do not make up your own codes.

The other area I want to cover is raises. Many of you are not aware of our policy or procedure on requesting a raise. We have different ways of getting a raise.

In order to be eligible for any raises, bonuses, or promotion, you must have attended an initial training class. If you are not certain if you attended one, or need to attend one, give me a call in the office.

In your initial training class you were told of advance training classes that you must complete. These classes are given every three weeks. Until you complete these classes you are considered a probationary employee. It is up to you how soon or how long it takes you to complete them. After you have completed all advance classes you will be asked to make an appointment with the quality control manager for your initial evaluation.

At your initial evaluation, you will be told of your performance and you may or may not receive a raise. If you do deserve a raise you will be told at that time how much it will be for.

After you come in for your initial raise, you are eligible for one when you have worked another two hundred hours. Again you schedule an appointment and come in for an evaluation. You can come in for an evaluation every two hundred hours that you work, up until the eight hundred mark. After your eight hundred hours, you then come in for an evaluation every six months.

If at any time you are promoted to probationary supervisor, you are not eligible for a raise until you complete your probationary status.

The second manner in which you may receive a raise is if you work at one of our accounts as your permanent position. The amount of the raise depends on the location or ours of the account. That raise is only to be applied to you when you work at the designated account. If you work other events you will get paid at your regular rate.

In our office we have Raise Request forms available, any employee may request a raise if you feel you deserve it. again in order to be considered, you must have attended an initial training class. When you fill out this form turn it into the personnel manager and it will be considered and you will be notified of the decision.

Those are the main procedures in receiving a raise. Any questions feel free to contact me in the office.

That's it for this edition have a great Easter and see you out there!!!

Soon we all will be grabbing our baskets, bags, bowls, or whatever, and stepping outside onto our lawns, and after a really long search, discover that the Easter Bunny did not leave anything for us. Some of you will have a safety in that your families and friends just might feel sympathetic and provide you with your annual stock of hard-boiled eggs, jelly beans, and chocolate rabbits. For me, I forgot to give the Easter Bunny a change of address form on time so I will have to rely on all of you wonderful, loyal employees to bring me lots of stuff!!!! The employee that brings me the biggest Easter Basket will get from me 1 whole day during the month of April that the scheduling department does not call you 5 times.

O.K., I will stop with all the Easter mumbo jumbo and get on with what I am supposed to be addressing with everyone. Paperwork. When I say paperwork I mean lates, no ns, recommendations, reprimands, patrol logs, shift reports, and I'm sure as I go along we will add a few more types of paper we are **supposed** to be doing on a regular basis.

We need everyone to start doing recommendation forms and reprimand forms. Every T.E.A.M. employee is able to write a recommendation or reprimand on any other fellow employee or a manager that you feel is doing a good job or behaves in a manner that you do not feel is appropriate. As long as these reports are done respectfully and professionally they are all looked at and discussed. So please start doing more of these reports. You can find them at the Mill Ave office or at any event that you are working, just ask your supervisor.

Lates, Cancellations, and No show reports are only being completed by either dispatchers or managers. This means that every week there are cancellations, no shows, or lates that go un-noticed due to Supervisors not doing this paperwork at the end of their shifts. I know that some of you are completing this paperwork but if everyone would complete this paperwork then some of the employees who have chronic attendance problems would be noticed and dealt with much sooner than what we are currently

doing.

The amount of paperwork that supervisors complete will have an effect on the outcome of your field evaluations and your raises. **DO THE PAPER!!!!**

That is all I am going to touch on this newsletter so Happy Easter and bring me those Easter Baskets so you can win the prize specified above. C-C-C-C-ya, Michael.

COMPANY PARTE'

The date for company party has been set for April 6. It is on a Tuesday night from 6pm until about 11pm or so. We will be having it at Kiwanis Park in south Tempe. We will have hot dogs, hamburgers and beer.

If you are not sure where Kiwanis Park is, you can pick up a flyer in our offices. Or you can try following my directions.

Kiwanis Park is located on All-American Way. So you want to go south on Mill Ave past Baseline Rd. When you past Baseline Rd, make the first right in the park. This will be All-American Way. The picnic area is located on your left as you go over the bridge. You can either park along the road or in the parking located across from the picnic area.

If you are coming from the very east valley (Chandler/ Gilbert) take Guadalupe Rd south past Rural Rd. Make a right on All-America Way, go past the baseball fields and you will come to picnic area on your right.

Hope to see you all out there!

FOR SALE
I.D. camera. Good condition.
Make offer- possible trade. Contact Jeff at 787-1083



GUZMAN'S

GHETTO

By Michael Guzman

Can you believe that April is already here!