

J.E.A.M. CENTS

Volume IV Issue No. 7

"The Official Newsletter of La Vida Loca"

July 1-31, 1999

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JULY EVENTS CALENDAR

7/2-3: Mill Avenue weekend
7/4: Independence Day
City of Tempe
City of Phoenix
7/9-10: Mill Avenue weekend
7/10: Brackets at Firebird
7/12: Payday in 111. 4p-6p
7/16-17: Mill Avenue weekend
7/17: Advance training classes in
111. 1p-5p
7/23-24: Mill Avenue weekend
7/24: Vicente Fernandez @ AWA
7/26: Payday in 111. 4p-6p
7/30-31: Mill Avenue weekend

T.E.A.M. BIRTHDAYS

Leonard Molina	7/2
Valerie Ferrell	7/3
Shane Godek	7/5
Lev Vanshelbaum	7/14
Bill Selby	7/16
Ann Kessler	7/25
Jeff Deese	7/29

A very Happy Birthday to all our co-workers who are celebrating another year of their life. If you see Bill around, give him a good spanking!

T.E.A.M. ANNIVERSARIES

1 yr: Gabe Rendon	7/1
Ann Kessler	7/29

2 yrs: Joanna Rotenberger 7/1
Rebecca Thomas 7/12
Congratulations to those celebrating their anniversaries at T.E.A.M. We're glad you stuck with us, and hope to see you for many more years to come.

T.E.A.M. TOP TEN LIST

By Chris Casias

From our home office at the local tavern, comes our list for this month. The category is... "Top Ten Bad Rumors Overhead at T.E.A.M...."

10. www.BS.com is an actual website.
 9. Michelle is into superstition- black cats and voodoo dolls.
 8. Josh is supervising Phoenix Fourth.
 7. Taryn was seen drinking a Bud Light!
 6. Our accountants are "Livin' La Vida Loca".
 5. Bill sells our uniforms at Park n' Swap!
 4. David left David, or is it the other way around?
 3. Matt Blair was seen wearing pants a size smaller!
 2. Stephanie hates people.
- ...and the number one rumor overheard at T.E.A.M. is... Nathan Farr is actually a surfer from California !!!

FROM ACCOUNTING: PART 1

By Bret Rowley

Greetings from the accounting department. Since this month is the month in which we celebrate our country's birthday I think that I will write a little about a related topic. I feel that it is important that we realize how blessed we are to have a free country in which we can live our lives and pursue happiness.

With the recent conflict in Kosovo having just ended, it further impresses this

point into my mind. The Kosovar people were killed, raped and tortured because they were of a different ethnicity than the rest of the country. We, as Americans need to insure that this kind of treatment does not happen in our own country. It really makes no difference the color, race or religion of a person and it makes me sick to see that here in the good old USA people are killed and discriminated against because of these same factors that caused this great destruction in Kosovo. It is my hope that we will all try and overcome any personal resentments that we might have towards other races and religions and that "united we may stand."

JOE'S JOURNAL

By Joe Coomer

Bring on those hot days! It is very important that you guys drink plenty of fluids before, during, and after your shifts. I want to thank all you men and women that work those long hours out in the sun; you folks always go above and beyond what normal employees do. Remember to get your schedules early in the week so that you have an opportunity to get all the hours you can. Also, Taryn and I remember the ones that run at the last minute to do things to cover shifts. You guys rock, and will be remembered when the fun assignments are available.

This brings me to my next point, folks if you take a schedule, remember to write it down and fulfill your commitment. I will like you even better if I don't get a page at seven in the morning about a shift you are working that is three days away.

At this time I want to give a special thanks to Anthony Williams and Mike Sikora. These two supervisors are the best at what they do. One reason that they are awesome is because they have the people skills and patience to deal with patrons in any situation. Another reason why they are very good at what they do is the fact

that they work for T.E.A.M. 5 to 6 days out of the week on Mill. They are constantly given challenges that are never too hard for them to handle. If you ever get a chance to work with these two wonderful gentlemen you will learn skills to deal with patrons in the best professional manner possible. I want to thank all those guys who have been busting their tails down at Jackson's, you guys rock. Time to plan my vacation over the July 4th weekend (I haven't told Taryn yet, just kidding), this will be one of our last big events for a while, so remember to schedule and earn that summer cash flow.

BILL'S BILL OF WILL

By Bill S&by

Hello again yes, it is summer and to all of you that work during the daytime hours you need to bring lots of water and sun screen so you do not get overheated. It is very important to keep cool and hydrated during the hot hours of the day.

This is a reminder: if you have any shirts that you have that were not issued to you please return them to me. So when we do events I will have enough shirts- just in case yours got dirty on your last shift. But make sure that you wear your issued shirt first. And if you need a shirt issued get a hold of me and I will make it happen. Please help me out and if you have any problems with the equipment write out a field card and explain what is wrong or get a hold of me.

STEPHANIE'S SPACE

By Stephanie Foley

We all seem to have those days where everything that could go wrong has and they usually fall on days when we have to be at work. Being that we are in an industry where we have a lot of public interaction, I thought I'd throw out some fun smile facts, that if used properly can take an ugh ho hum day and turn it into one of the best!!!

Voluntarily smiling (even when you don't feel like it) produces brain activity in the "Happy Zone" (left side) with an end result of spontaneous happiness.

Did you know that adults laugh on average only 15 times per day vs the 400 times preschoolers do? This to me means that some of us need to remember to appreciate more of the little things.

Here's a good one for those of us who still feel the word "gym" is some guys name. Just laughing 100 times is as effective as a 10-minute aerobic workout!!

My whole point to all of this is the other day while talking to an employee who had gotten a written commendation his reply was" it's nice but I didn't do anything above and beyond, just my job." This same employee always shows up for work with a positive attitude and a smile to boot and sometimes that's all it takes. So the next time you're at your post (and maybe you don't really want to be there) look for something little to appreciate, and try smiling a little. Thanks and have a Great July!!!!

RECRUITER'S REQUIEM

By Michelle Colombini

Happy summer everyone!! That lovely time of year when the average temperature in Arizona is 4 degrees hotter than HELL. Gotta love it.

I'm absolutely positive that the topic I have chosen is one that has been addressed several times in the past. It would seem, however, that it would need to be readdressed. What I'm talking about is ugly little rumors and unkind words about fellow employees. I am not naive enough to think that the type of people who start these things will stop based on what I am writing, obviously those people have their own issues that they aren't dealing with, my goal is to, hopefully, affect those of you that hear these things in an effort to make sure you do not participate in the spreading of them.

It is a shame that in almost every walk of life we run across people who are so unhappy with themselves, that they feel the need to belittle others in an effort (in futility, I might add) to bolster their own egos. It is particularly sad that we work for a company named T.E.A.M., who's goal is to act as a cohesive unit to ensure safety and an environment in which one can have fun, yet there are people sabotaging those very things in the work place.

So here's my point, if you should be unfortunate enough to have to listen to someone speaking unkindly of another, perhaps you should let that person know that you do not share in their belief that this is acceptable or fun. Also, should you have what you feel is a legitimate issue with a co-worker, be an adult and discuss it with them, rather than others. Allow them (and yourself) the opportunity to clear things up.

Rumors, contrary to what some people may think, are not harmful in and of themselves. If one is self-assured, mean-

spirited words are inconsequential. How they can do damage is when they cause distrust and bitterness among co-workers. How hard is it to be stoked to go to work when you have to wonder if and when you will be the next to get "stabbed in the back"??? Again, they are just words, but, if someone is willing to speak untruths of their co-workers for no obvious reason, you've got to wonder what else they may do to try and "hurt" others. The downward spiral of this can be less enthusiasm for the job, potentially resulting in poor work performance. We don't have to like everyone that we work with, but we should at least treat them well.

Parting thought, to those of you hearing the "crap" that may be said, please try and squelch it. To those of you spreading the "crap" get a new hobby. To quote Thumper's father, "If you don't have something nice to say, don't say anything at all".

Have a great month, and, as always, thanks to the many of you who work hard and make T.E.A.M. a great place to work.

FROM ACCOUNTING: PART 2

By Adam Tolman

Fellow T.E.A.M. Employees: I had the opportunity to attend a Diamondbacks game recently (being a young, married college student with a child causes me to not enjoy such privileges as often as others) and I was quite impressed as I witnessed a few of our employees hard at work.

After the game, which saw the D-Backs beat the Braves 7-3, as my friends and I left the game, I watched two smartly dressed T.E.A.M. employees effectively and efficiently perform their duties as the other fans filed out of Bank One Ballpark. I do not frequent most events we do security at, so I do not often have the chance to appreciate just how hard our field staff work at their jobs. I wanted to congratulate you all for the fine jobs you do. Keep it up!

By now, my prediction that the Spurs would be crowned the NBA champs has come to fruition, yet one more sign of my ability to predict outcomes in the sporting world. As I am writing this on Friday, it is possible that the series lasted until yesterday only because the money grubbing fiends who run the NBA and NBC have conspired to eke all the money they can out of the finals. So, if Friday's game 5 ends in a Knicks victory, it only delayed the champagne-spraying party

(and the inevitable riot to follow in the streets of San Antonio) for two days.

Further prediction of mine see the Diamondbacks holding on to win the National League west division. While it is impressive for a second year team, with Mr. Colangelo holding the purse strings to this organization, there will never be an unwillingness to spend the money to bring in the talent that should result in a winner on the field. Keep rooting the home town boys to victory.

That will wrap up this month's article. You will see more slapstick humor and dialogue driven banter from me come August.

TARYN' S STUFF

By Taryn Aguilera

July and August will be sporadically (Like Eddie Cano) busy...we have a huge day on July 4th - so if you are available, make sure you let us know!

Firebird - everyone who worked in the heat and dust at firebird last weekend - thank you, you made the event a big success!

BOB - the ballpark is using us for ticket taking and ushering - so if interested - call us!

Downtown (Mill) - we still have a lot of openings for permanent schedules that we need to fill - if you take a perm schedule, there is a good possibility of higher pay!!!

Water - why must we tell you to take water to every event or shift you work? Are your mother's still dressing you too? (don't answer that)

Through the client's eyes - if you ever want to know what quality of job you are doing, step back and pretend you are the client who pays us.....looking at yourself and your co-workers. Is everyone actually working? Does everyone look professional? Is everyone at their post or assisting patrons? And the bottom line: Are you getting your moneys worth? How would you feel if you were actually the client looking at the T.E.A.M. staff at one of your events? Always keep this in mind, and it may help improve not only yours, but T.E.A.M.'s impression to our clients and our patrons!

That's it - I have nothing else to say, as I am a very busy person when Todd Lenaburg or Eddie Cano are not annoying me.....

MICK'S MEMO

By Mick Hirko

Several years ago, we implemented an employee of the month program, and ran it for several years. We ran into some problems with it, and abandoned the idea. For the past year, we keep talking in our staff meetings about the employees who consistently do a great job, but are only acknowledged by commendations and raises during their reviews. We want to restart this program on a quarterly basis, and actually already have picked candidates for both the 1st and 2nd Quarter of 1999.

There are some people who stand out by consistently doing a great job, being flexible in their scheduling, going the extra yard, and set good examples for the public and their fellow employees, and represent us all in a positive manner. We would like to thank them, by not only mentioning their accomplishments, but by also rewarding them. Recipients of the award will receive a plaque commemorating their hard work, as well as there being a plaque listing all the winners in the 111 office. Further, every employee of the quarter will receive a \$100.00 gift certificate, which they can redeem for food, entertainment, retail and services at most downtown Tempe businesses.

Further, since it is often hard to pick one person, as there are a lot of people that work hard consistently, we will also award \$20.00 gift certificates to runner-up candidates. The award winners are picked by reviewing the personnel files, looking at attendance, punctuality and conformity to schedules, commendations, feed-back from managers, as well as improvement in performance over previous time period. We try to look at all aspects, including report writing, advanced training classes, adherence to Policies and Procedures, Common sense judgment, problem solving skills, initiative, appearance, and just about any other trait that makes somebody a role-model.

Taryn thought she had this whole thing pegged, and nominated the same person for both quarters, until we explained to her that it had to be somebody that was directly working for us, and on our payroll, and that the Miller Beer distributor may be on her payroll, but not on ours.

Anyway, we really want and need everybody's input on this project, for it to work. It will never be totally fair, because of the subjective nature of it, and we don't want to slight anybody. If you see somebody doing a great job, or you work

with somebody, who consistently really comes to attention, please write up a commendation on that person, and submit it.

For the first Quarter of 1999, we would like to congratulate Wes Hatfield, who continuously showed determination, dedication and hard word work. Wes came to us from the Tempe Police Explorer program, and even though not old enough to qualify for his security license, has acquired a lot of the skills that will aid him immensely when he turns 18. During the Spring Mill Avenue Festival, his quick reaction and attention to detail helped us catch a criminal. On an on-going basis, he has shown his willingness to go the extra yard, and help us in many ways, to get the job done. He has become an important part of the DTC parking program, and on many occasion calls in suspicious behavior or illegal acts, for our security personnel to respond to. Keep up the Good work.

An honorable mention goes to Masroor Syed who quietly goes about doing his job.

Quoting Taryn: "He's a schedulers dream. You give him a schedule, and you don't here from him again for months. Over the past two years, Masoor has always been dependable, punctual, and every time we have gotten in a pinch, and had to deal with last minute cancellations, we have always been able to count on him. When nobody else would do it, Masoor always comes through. Thank You.

For the second quarter of 1999, the employee of the quarter is: Mike Sikora. Since beginning work with us late last year, Mike has consistently shown professionalism, dedication and level-headedness. Even though he recently took over as DMB Centerpoint night supervisor, he continues to be a valuable part of many of our special events. Mike brings maturity, self initiative and excellent work ethics to one of our most important accounts, as well as everywhere else he works for us. Mike continues to impress us with his dedication to excellence, and desire to make everybody that he works with do the best they can.

Mike recently decided to stay with us indefinitely, after originally planning to return to Nashville this Fall. His decision to stay will benefit us all. Thanks for setting such a good example.

An honorable mention goes to Anthony Williams, our DMB Centerpoint daytime supervisor. It was a tough decision

between Anthony and Mike Sikora. Anthony has been a pivotal person in stabilizing our activities not only at Centerpoint, but also in the whole downtown area during the day hours. Anthony always has a friendly smile, is extremely conscientious, and has become invaluable. Anthony took the position during a time of massive turmoil, and quickly turned things around. He has brought forward thinking, initiative and suggestions for improving our work. Anthony has also committed himself to us on a long term basis, and I am sure that as time goes on, he will be employee of the quarter repeatedly.

There is one last person that I would like to thank for all his hard work. For the past 5 years, Chris Casias has worn many hats at T.E.A.M. Starting his management duties as scheduler, and then moving over to office management. Very few people realize all the things that Chris does. From you being able to read this newsletter, that Chris puts together pretty much by himself, with the exception of contributions from other managers, to making sure that everybody's raise requests go through, that payroll protests are investigated, that employees who have bonus's coming, get them, even if they forget what they are for, that address changes are processed and checks mailed to employees who live far from the office, or can't get down here.

He makes sure that all personnel issues are maintained, from write-up to evaluations and licensing, that our personnel get all their training completed, that all unemployment and assistance claims are taken care of, references filled out and sent back, that proper discipline is given for company violations, that our employee records are always up to date, etc. He also is in charge for all of our out-of-town events, and usually schedules his own crews for those events. He's traveled throughout most of the southwest for us, including California and Nevada. (We get to do something in New Mexico soon). On top of all that Chris is responsible for all office management tasks, including keeping all other files current, making sure all paperwork is filed and data input, that we always have enough supplies, and that we make it from week to week. In his free time, Chris is the morale officer, and with humor and creative thoughts, tries to make this a better place..

I have barely scratched the tip of the

iceberg, as far as all the things he does around the office. He does everything quietly and efficiently, and many of us sometimes forget all the things he does do, because you never here him talking about it, or complaining how much he has to do. For the past five years, Chris has been the life blood of this company, and I hope that he will be doing all the things that he does so well for us, for many years to come. There is nobody who had made me laugh as hard as he does. I am glad to call him a friend. Thanks for being everything you are. We wouldn't be here without you.

***** **BONUS TIPS*******

This is a new addition to our newsletter where I will include any helpful tips or advice on how to do your job better or live you life better. Hope you enjoy my tips and feel free to submit any you may have.....

Tips From Employees To Managers

1. If it's really a "rush job", run in every 10 minutes to inquire how it's going. That helps.
2. Always leave without telling anyone where you're going. It gives me a chance to be creative when someone asks where you are.
3. If my arms are full of papers, boxes, books or supplies, don't open the door for me. I need to learn how to function as a paraplegic and this is good training!
4. If a job I do pleases you, keep it a secret. Leaks like that could cost me a promotion.
5. If you don't like my work, tell everyone. I like my name to be popular in conversation.
6. Be nice to me only when the job I'm doing for you could really change your life.

7. Tell me all your problems. None of us have any and it's nice to know someone is less fortunate.

What to say when caught napping at work:

1. "They told me at the blood bank this might happen"
2. I was working smarter, not harder.
3. "Whew! Guess I left the top off the liquid paper."

4. This is one of the seven habits of highly effective people.
5. I was testing the keyboard for drool resistance.
6. I'm actually doing a "Stress Level Elimination Exercise Plan" (SLEEP) I learned at the last mandatory seminar.
7. Hey! Why did you interrupt me? I had almost figured out a solution to our biggest problem.
8. Boy, that cold medicine I took last night just won't wear off!
9. Ah, the unique and unpredictable circadian rhythms of the workaholic!
10. Wasn't sleeping. Was trying to pick up contact lens without hands.
11. The mailman flipped out and took out a gun so I was playing dead to avoid getting shot.
12. I thought you (boss) were gone for the day.

A Beer Drinker's Trouble Shooting Guide:

SYMPTOM: Drinking fails to give taste and satisfaction, beer is unusually pale and clear.

FAULT: Glass empty.

ACTION: Find someone who will buy you another beer.

SYMPTOM: Drinking fails to give taste and satisfaction, and the front of your shirt is wet.

FAULT: Mouth not open while drinking or glass applied to wrong part of face.

ACTION: Buy another beer and practice in front of mirror. Drink as many as needed to perfect drinking technique.

SYMPTOM: Feet cold and wet.

FAULT: Glass being held at incorrect angle.

ACTION: Turn glass other way up so that open end points toward ceiling.

SYMPTOM: Feet warm and wet.

FAULT: Improper bladder control.

ACTION: Go stand next to nearest dog. After a while complain to the owner about its lack of house training and demand a beer as compensation.

SYMPTOM: Floor blurred.

FAULT: You are looking through bottom of empty glass.

ACTION: Find someone who will buy you

another beer.

SYMPTOM: Floor swaying.

FAULT: Excessive air turbulence, perhaps due to air-hockey game in progress.

ACTION: Insert broom handle down back of jacket.

SYMPTOM: Floor moving.

FAULT: You are being carried out.

ACTION: Find out if you are being taken to another bar. If not, complain loudly that you are being kidnapped.

SYMPTOM: Opposite wall covered with ceiling tiles and fluorescent light strip across it.

FAULT: You have fallen over backward.

ACTION: If your glass is full and no one is standing on your drinking arm, stay put. If not, get someone to help you get up; lash self to bar.

SYMPTOM: Everything has gone dim, mouth full of cigarette butts.

FAULT: You have fallen forward.

ACTION: See above.

SYMPTOM: Everything has gone dark.

FAULT: The bar is closing.

ACTION: Panic

SYMPTOM: You awaken to find your bed hard, cold and wet. You cannot see anything in your bedroom.

FAULT: You have spent the night in the gutter.

ACTION: Check your watch to see if bars are open.

You Might Be A Redneck Jedi If...

* You think the best use of your light saber is picking your teeth.

* At least one wing of your X-wing is primer colored.

* There is a blaster rack in the back of your landspeeder.

* You have bantha horns on the front of your landspeeder.

* You can easily describe the taste of an Ewok.

* You can find no grammatical errors in the way Yoda talks.

* You have ever had an X-wing up on blocks in your yard.

* The worst part of spending time on

Dagoba is the dadgum skeeters.

* Wookies are offended by your B.O.

* You have ever used the force to get yourself another beer so you didn't have to wait for a commercial.

* You have ever had your R-2 unit use its self-defense electro-shock thingy to get the bar-b-q grill to light.

CHRIS ' FINAL THOUGHT

By Chris Casias The longer I live; the more I realize the impact of **attitude** on life. **Attitude**, to me is more important than facts, it is more important than the past, than education, than money, than circumstances, than failures, than successes, than what other people think or say or do.

It is more important than appearance, giftedness or skill. It will make or break a company...a church...a home. The remarkable thing is we have a choice every day regarding the **attitude** we will embrace for that day.

We cannot change our past...we cannot change the fact that people will act in a certain way. We cannot change the inevitable.

The only thing we can do is play on the one string we have and that is our **attitude**...I am convinced that life is 10% what happens to me and 90% how I react to it. And so it is with you...we are in charge of our **attitudes**.

Recently I was working at an event where I noticed nothing but negative attitudes . Worse of all those with the negative attitudes were supervisors or merely "old-timers" as they like to be called. I was not impressed. If I could pick up on the negative attitude, then I'm sure new employees could also.

If you are in a supervisor position or acting as supervisor, the last thing coming out of your mouth should not be how you hate the position given to you, how long you've worked or that you are not getting paid enough to put up with everything. If your pay is low enough for you to complain about out loud, then you are probably worth what you are getting paid. In some cases you are probably getting overpaid.

To say the least, I was embarrassed by the performance of some of our supervisors at this event. I have been in the security business for eleven years, and as an "old-timer" I learned how to act in front of employees and clients in my first two months. And I do expect this from all supervisors. What I expect from all of you,

is a lot less of what I expect of myself. So please, this goes out to all the supervisors and managers- learn how to act in public, how to treat employees, how to do your job and most importantly- work on your **attitudes**.

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