

J.E.A.M. CENTS

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"The Official Newsletter of The Summer"

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JUNE EVENTS CALENDAR

6/4-5: Mill Avenue
6/5: Advance Training classes in 111. 1p-5p
6/8: Hip Hop Show @ Union Hall
6/11-12: Mill Avenue
6/14: Flag Day
Payday in 111, 4p-6p
6/15: Training sup. Mtg. @ 6pm
6/16: Cher @ AWA
6/18-19: Mill Avenue
6/19: Jets vs. Funny Cars @ Firebird
6/20: Father's Day
6/22: Summer finally begins
6/25-26: Mill Avenue
6/26: Limp Bizkit @ Mesa Amp.
Advance Training classes in 111, 1p-5p
6/28: Payday in 111, 4p-6p

KEEP COOL FOR THE SUMMER-
WORK OVERTIGHTS!

SEE TARYN OR JOE FOR MORE
INFO.

JUNE BIRTHDAYS

Joe Gose 6/2
Joey DeMatteo 6/5

Nathan Farr 6/17
Adam Gill 6/26
James Baney 6/30

Happy Birthday to the above employees, especially to Nathan who is finally turning 17, and if he was back in Kentucky he could legally buy alcohol!

T.E.A.M. ANNIVERSARIES

Congratulations to all those employees who have stuck with us for the past couple of years....

One year: 6/17- David Hollaway

Two years: 6/11- Taryn Aguilera
6/17- Craig Johnson
6/18- Eddie Cano
Rolando Caudillo
Richard Cavazos
Marlyn Davidowski
Andy Jimenez
Linda Jimenez
Ted Keller
Anthony Lopez
Christy McBane
Estella Morales
Pete Morales
Jared Rafferty
Penny Taylor
Gerald Waggener
6/19- Francis Chieg
Sam Kahoiwai
6/20- George DeAlejandro
6/23- Rosemary Jimenez
6/27- Brett Brockway

A GUEST

"A guest is the most important visitor on our premises. He/she is not dependant on us- we are dependant on them.

They are not outsiders in our business- they are part of it.

We are not doing them a favor by

servicing them... they are doing us a favor by giving us the opportunity to do so.

Without them we do not have a job."

HOW TO HANDLE ANGRY

PEOPLE

1. Keep cool. You are not the target.

Take offensive with a positive approach; validate the person.

Example: "I'm sorry you're upset; let's see what we can do..."

2. Listen with empathy and for the facts.

Look for areas of agreement. Validate person when possible.

Example: "I agree this is quite an inconvenience for you."

3. Move to problem solving.

Offer options. State what CAN be done.

Example: "I'll be able to do..." by..." (Indicate a time or day).

4. Bring incident to polite close.

Thank them

FROM ACCOUNTING: PART I

By Adam Tolman

For all of you who sorely missed the absence the accountants' sports update from last month's newsletter, I've come prepared with the lowdown on the NBA playoffs. Expect the San Antonio Spurs to become just the fourth team in the 90's, (and the third in the last 8 years) to win a title. Regardless of who their foe will be, the Spurs have the depth, enough experience and a wealth of talent that will prove to be just the recipe for them to win a ring.

On a more serious note, for most of us the sports and entertainment worlds that

we spend a good amount of time following tend to be difficult to relate to. Many of us live paycheck to paycheck, just getting by, and even those who manage their money just don't have yearly salaries in the 6 figure range. However, we can learn valuable lessons from their lives.

Last week, Susan Lucci won her first 'Best Actress' award for her role in a daytime soap. This was on her 18th nomination! Yet she managed not to let herself get discouraged, but kept on producing at a high level and doing her best in spite of her failures to be recognized. This should be a lesson to all of us. Ms. Lucci's lifestyle is likely quite different than ours, and she may never know some of the trials we face, but we can take the example of endurance and perseverance and learn from it.

WWW.BS.COM

By Bill Selby

Helb! To all of you, we are now in summer uniform. So please, if you already have a shirt please check it out and make sure it is clean and there is no damage to the shirt. If you have a damaged shirt then please contact me and I will try to get it fixed or replaced. You are able to wear shorts on some accounts but they have to be black and not cutoffs. If you are seen with cut offs you will not get to work until you have the proper uniform. Just to let all of you know- when you are using the radios please do not swing the handmic and also the handmic cord is to be worn up under your arm not over the shoulder. This stretches the cord and breaks the wires in it, do your best to keep the equipment in good condition, so you will have the equipment to work with.

If you do an over nite, make sure you turn in the radio to patrol services or to the turn around person at Centerpoint. If you don't I will have to start charging you \$ 2000 per day 'til I receive it back and if the radio is not working right then please write a note on a field card and turn it in with the radio.

Thanks!

T.E.A.M. GRADUATES

Congratulations to those employees that graduated from high school the past couple of weeks. Congratulations to the following for graduating and hopefully you will continue your education:

Matthew Blair
Steven Bressan
Jessica George
Daniel Keeling
Tim Morris

TARYN'S TURN

By Taryn Aguilera

Summer is here!!! Business slows

down a bit except on weekends, of course...so it's time for a small break, and time to recoup! Special events will probably be only every other weekend or so, but please still give us all the time you can!

June events hold a variety - Mill Avenue every weekend, a couple of America West Arena shows, a couple of misc concerts, and of course, Firebird Raceway has a big race this month...so the more you work for us, the better chance you have on getting scheduled for the special events.....(if I actually listed the events and dates, Chris would get mad at me, because he likes to do it)

FUN FACTS:

Why is it that no matter how long you have been employed by T.E.A.M., quite a few of you cannot seem to remember the number to the scheduling pager? This is the number you must call on weekends and when the office is not open....219-5965... no other number will do!!! And you must leave a call back number and proper message. This really is not hard to do, and since we are trying to run a business, it is extremely important to us that if you are sick, in a car accident, running late etc. - we know about it!!! (Eddie probably even knows this number, and Little George DeAlejandro will learn it, because he always seems to run a little late trying to make his hair look nice for the little chiquitas at events)

July 4th - we have the City of Phoenix celebration and City of Tempe celebration - both are long, hot wonderful days - so please let me know now about your availability. It falls on a Sunday, and does not go super late at night - so most of you should be available....

A permanent position is opening at Papago Medical Plaza - it runs Monday through Friday- 2pm to 10pm. If you take a permanent job, you can possibly get a pay raise and benefits...

Have a good safe summer, and call me!!!!

RECRUITER'S REQUIEM

By Michelle Colombini

Amazingly enough, this month I planned what I'm going to write about. Most impressive, eh? Bet you're dying to know what I have to say, aren't ya? Ok, here we go!

Lately when I've been out in the field (either working or playing) I have noticed that many people seem to have forgotten

(I'm sure it's just forgetfulness and not blatant disregard) what our uniform is. What better forum for me to remind everyone than the newsletter.

In the summer, if one is working at an outdoor account, one should wear BLACK SHORTS, BLACK SHOES (90% black) that lace up and a polo shirt. If you are working at an indoor account you must wear BLACK PANTS; the rest of the uniform remains the same. The exceptions are Civic Plaza and Club Rio; you may wear shorts or pants to these venues. Just in case you're unsure, when we say black pants/shorts, we mean solid black. Please no skater pants with neat-o stripes down the side (even though that is what most of my jeans look like, which I think is just fab, but are not proper uniform attire), or pants that at some point or other were black but are now gray.

As far as the hat thing goes, you may wear a solid black, solid white, or T.E.A.M. baseball cap. Outdoors only. (Again excepting Club Rio where you may be working in and outdoors).

Men, you may never wear earrings while on duty. Any of you with facial piercings. You must also remove these before coming to work. If a manager or supervisor see's that you have not done so and asks you to remove them, please show them the respect of keeping the rings out after they walk away

Another point that I really want to make is...one night last week a friend and I thought that it would be fun to go out to Pompeii. As we were leaving, I realized that I'd left my cigarettes on the bar. I went back to the door to go back in and get them. It was not yet time for the club to close, by the way. The "friendly" door guy asked me if he could help me. I explained about my cigarettes and said that I wanted to go in and get them. His response was to roll his eyes and tell me in a not so friendly tone to "make it quick". It made me realize that all too often there are people who are given a small amount of authority and let it go to their head. It is my hope that no one that works for T.E.A.M. will ever have the "I am the Master of All I Survey" attitude. It leaves such a bad impression.

Lastly, I'm disappointed with the underwhelming response that I got to my request for supervisors to help with orientation sessions. What's up with that? Then there was the equally underwhelming response to the request for ideas on how to boost morale and overall improve things.

If you are unwilling to help find solutions to the "problems" don't expect to be taken too seriously when you complain.

Done with my yapping for now. Big, fat thanks to those of you who have gone above and beyond for us in recent weeks. It is greatly appreciated. Have a great month.

TIPS FOR THE SUMMER

By Chris Casias

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.

The weather also is starting to warm up so keep these points in mind when on shift:

- 1) Take regular water breaks if working outside, or carry small water jug with you.
- 2) Take short breaks in shaded area.
- 3) Avoid caffeine consumption which cause dehydration.
- 4) Use sun screen with an SPF of at least 15 - even on cloudy days.

STEPHANIE'S SECRET

By Stephanie Foley

Yeah, this is my very first article in *T.E.A.M. CENTS* and I couldn't be more excited. I definitely want to start off by saying how much fun it has been getting to know all of you and throw out a huge THANK YOU for all your patience.

It's taken me a few weeks to put names and faces together, but I'm getting there.

Now I thought for my brief moment of

newsletter fame, I would highlight on some fashion tips on keeping your T.E.A.M. uniform snazzy:

- 1) Those once nice black shorts that can now pass for faded denim??? Use two boxes of rite dye, let them soak for at least 20 minutes, then rinse in the washer and you're set!!!
- 2) This is for the persons who like to wear the "so baggy, I could put another person in here with me" pants- get a size smaller.
- 3) Tuck in your shirt- it makes you look taller.
- 4) To spice up your day, try running an iron over your shirt. Sometimes the old dryer trick just doesn't do the job.
- 5) Yellow is a great color, but not for your shirt. So when you reach this hue , it's a good idea to get a new one from Bill "equipment man" Selby!
- 6) At night the flashlight makes the outfit.

And finally the most important tip of them all- always wear your smile!!!

T.E.A.M. TOP TEN LIST

By Chris Casias

Normally this time of year the weather is very hot, so many of you that are new to the state may panic in this heat. So being an informative newsletter, we came up with a list of some things you may not want to do in this hot weather. So from our home office in Flagstaff, Az comes this month's list, the category for this month is : " The Top Ten Things Not To Do In This Summer Heat":

10. Show up for a day long shift in the sun with an 8 oz. bottle of water.
9. Wear your black anniversary shirt for a shift.
8. When you run out of water at the Rio Salado shift- dip your cup in the river for water.
7. Take a dip in the river to cool off.
6. Chase people in traffic on Mill Avenue.
5. Wear a heavy jacket.
4. Drink hot coffee
3. Wear mittens
2. Drive with the heater on
...and the number one thing not to do in this summer heat is..... Drive your car with the heater on, windows rolled up, wearing a jacket and gloves, and drinking hot coffee on your way to work at Firebird all day.

FROM ACCOUNTING: PART II

By Bret "Cade's Brother" Rowley

Greetings from the accounting

department. There is not a whole lot to relay this month as everything has been going very well. Two quick points, first on the sign-in sheets please make sure that you sign in on the sheet that has the client you will be working for name on it. Also please be sure to always put the date on the line that is to the left of where your name goes.

Finally if you have a payroll protest please fill out the form completely and turn it in to Chris. Also, if you have not heard back from us within three days please check back to see what action has been taken.

Thanks Bret in Accounting

COOMER COUNTRY

By Joe Coomer

Greetings to all !! If you ladies and gentlemen have not noticed I have taken over the reigns of scheduling for the time being. This doesn't mean I will shack up in my office and not come out and play anymore, this is just something to keep me busy while school is out for awhile.

Something to remember during these hot summer days: drink lots of water; before, during, and after your shifts.

If you guys have not heard we have taken on a new bar account, Jackson on Third. We do everything from ID checking to roaming, if you're interested let Taryn or myself know. If central Phoenix is to far some of you guys, we have Club Rio three nights a week to keep you guys busy. We still are doing shows at Rio and some up coming ones at Mesa Amp. we will keep you posted.

A great time to make your schedules is to call after 2 PM on Tuesdays, I'm not picky on who gets what, it is on a first call, first serve basis. But, remember, all you folks who do Rio all the time, all I ask is you give me at least one weekend night on the Ave. And finally to all of armed division trainees, you guys are all a lot better shots than me, but I can still take out your knees. . .

DOWNTOWN LOWDOWN

By Chris Wilson

Ah, Downtown Tempe. The lights, the sounds, the people. It's hard to imagine a more enjoyable place. And every member of the T.E.A.M. staff that works downtown helps to promote this image. But there is always more to do. We all know what to do when a fight breaks out along the avenue. We all know how to respond to an intoxicated person walking through the

parking lot, but maybe there's more to it. There is. T.E.A.M.'s primary objective in the downtown is to provide enhanced security in the public space. As such, T.E.A.M. staff come into contact with the unruly maybe five to ten times per night. And T.E.A.M. staff do a good job with these contacts. But there are another 12,000 people out here each night who aren't unruly and don't have contact with T.E.A.M. What about them?

That's where your second responsibility comes in. The role of downtown ambassador. It is your job to ensure that every visitor to the downtown has a good time. This can be achieved in a variety of ways. The first is visibility. It is important that you be visible. Walking down the street or standing on the corner, visibility leads to an increased feeling of safety. It is important to stay in public view as much as possible. The second is friendliness. All T.E.A.M. staff should maintain an air of friendliness and approachability when in the downtown. When you see someone who looks lost or confused, offer your assistance. When you make eye contact with someone walking down the street, say "Hi" first. A little friendliness can go a long way in promoting the downtown and the image of T.E.A.M. itself.

Finally, it is important that we all remember who we work for. Every business in the downtown is our client. And, like all clients, they like to see what they're getting for their dollar. Take the extra time to walk in and say "Hi" to the people working in the businesses. Ask them if they have any questions or concerns that you can address. If you can't address their problem immediately, write down their information and question and pass it on to a shift supervisor. He will ensure that their questions are answered and their concerns addressed.

Always remember that what the 11,999 people who you don't have contact with think is just important as the thoughts of the one who you do have contact with. Together, we can make Downtown Tempe the safest and most friendly destination in the valley.

(Note: Chris Wilson is the Operations Manager for DTC, Downtown Tempe Community, the organization which manages downtown Tempe)

OPERATIONS ATTITUDE

By Jared Rafferty

I'd like to take the time to thank just a couple of people who have recently helped out with one of our biggest clients.

The Firebird "Friday Night Drags" crew recently consisting of Diane Christian, Dawn Joralmon, Kenneth Ferguson, Keith Lierman, and Craig Johnson. These people give up their Friday nights on a regular basis, so that the people of the valley have a safe place to race their personal cars as opposed to illegal street races which take lives.

I'd also like to thank those who helped out during the 32 Funny Cars event on May 8th. To everyone who came out thank you And a special thanks to some of you:

*Mikel Sikora- for coming early, staying late, and maintaining your area impeccably.

*Anthony Williams- for risking personal injury to yourself to protect patrons (and still smiling!) We look forward to seeing you back Anthony. (with a partner this time.)

*Stephanie Paine- for coming the earliest, staying as late as anyone else, and still smiling even brighter than Anthony.

*Sam Steinborn- for setting the lots, for setting the crews, and for setting a pace and example for us all to follow.

*Jody Rotenberger- for always being willing to do any job, and always doing it right.

*Zach McFall- for not dropping the task at hand until being told to do so.

*Rebecca Braswell- for being able to pick up any post, at any time.

*Nathan Farr- for not getting lost this time.

*Gabe Rendon - for going away.

*David Hollaway, Isaac Vargas, and Scott Ochuizzo- for a great job in the staging lanes.

*Rolando Caudillo Jr., Alex Martinez, Jacob Duran and Gary Royall- for a great job in the reserved sections.

I know that I probably owe more people thanks but I don't want to compete with Mick for the longest article ever. But keep in mind the next Firebird event is June 19th, and the Firebird crew is always looking for those with the drive to work with the best. Come on out and make the track even better than it is.

-RAFF-

MICK'S MEMO

By Mick Hirko

Summer is upon us, and as our minds turn from the hard labors of school and our other jobs, it's also a time to take a bit of a break from T.E.A.M.. Don't get the wrong idea, we're not closing up for the summer, or suddenly not working any more, but so many of the events that have worn us out, are now over, and we have a few months to regain our strength, regroup mentally, and even relax a bit. Our ongoing events still persist, and Mill

Avenue is just revving up to its prime "Kids are out of school and have nothing better to do than hang out on Mill" time. The Rio Salado will be filling with water in a few days, and Joe Coomer is concerned that the water might make a few of the bodies that he buried in there float to the top. For those of you who don't know, Joe has taken over scheduling responsibilities for the summer, and he feels that it is better to just bury employees who "No Call/No Show" than fire them. The Rio Salado is going to keep us busy, between watching the lake fill, and all the additional people it will attract to the downtown. A few shows at America West Arena, Club Rio and Mesa Amphitheater are on the books, as well as at least one show at Union Hall, and another yet-to-be-announced large tour event. Can't tell you where just yet, because not all the logistics have been worked out. I can tell you it is at the end of June.

Before you know it, you will be terrorized by Taryn at the Phoenix 4th of July celebration, or by me at the Tempe one. At the beginning of August, football starts again at Sun Devil Stadium, along with all of the college kids returning, and we are back in the Festival mode. Did I say it was slowing down? It sounded good at the time.

I would like to thank a few people for jobs well done - Eddie Cano, for playing Taryn at several events. He has to work a bit on his pronunciation of "Hey, Slappy", but besides that, not bad. He did a real nice job at the end of the event at the coliseum last week asking everybody: "Ok, who's the wisenheimer who hid my Miller?" (I had to mention Eddie First - He made me!)

- Joe Coomer - Who has not only taken a lot more responsibility on as scheduler, but prior to that, taking care of all the weekend scheduling, cancellations, replacements, etc., and doing a great job at it. You'll be seeing

him take on a lot more responsibilities in field operations, as well.

- Zak McFall - who also has taken on a lot more responsibility in the field, with quality control, patrol services, and weekend Mill Ave. supervision. Last weekend, he also added the weekend scheduling while Joe was busy with a shovel in the river bottom, and did a great job.

- Shawn Mule' - (who according to him, I don't like), for taking on the management of the entire parking management, as well

as filling in for the parking monitor position a lot lately, as we are having a bit of a struggle finding the right person.

- Bill Selby, for little by little getting a handle on our equipment, and being a constant help in the office and the field.

- Taryn - For leaving me alone!

Finally, to Jenna Richardson, who just recently started working for us, but has taken complete control of our parking revenues, and does it well, and to Jessica George and David (Punk Dispatcher) Clinkenbeard for doing a great job dispatching, and telling us where to go, and David Benbeneck (sp) and Wes and Justin for helping Zak and Shawn do their jobs so well. And I cannot forget Anthony Williams and Mike Sikora for taking real good care of our of our premier clients - Centerpoint. I know that I'm focused on mostly Mill Avenue, but you guys that don't work out there, have no idea what a job they do, and what a challenge it can be, and they are not told often enough what a great job they do. Not to diminish in the least bit the great work of so many others. - You know who you are.

In ending, allow me to welcome Stephanie Foley, as our new receptionist. (If nothing else, Eddie Cano is calling three times a day now, to confirm his schedule. Hey, he's gotten a lot better. He's not like that anymore - just ask him!) Stephanie has been wonderful, in being cheerful

all the time, making the office look nice, answering the phone with the same cheer, and not only taking messages, but getting them right. Once she settles in, and we actually get her computer to work right, she'll take on a bunch more stuff. Glad to have you.

At the same time, we would like to wish happy trails to Christine, who has moved on to other pastures. She did a wonderful job in scheduling and everything else, and we are sorry to see her go. Good Luck.

Hey, let's have a great summer, be safe, and keep the peace. See you all when I get back from New Orleans. Details on why I was there next month.

CHRIS' FINAL THOUGHT

By Chris Casias

Many organizations mount inspiring, affirming posters and slogans on the walls. In one organization, when these were first mounted, some employees viewed them with skepticism and ridicule. They whispered behind the back of the manager

who put them up. At first those slogans were even regarded as corny.

In a number of weeks, though, they simply became a part of the overall decor and no one minded them very much. Not so magically, the attitudes and morale of the people in the office improved. Each person's subconscious mind, over several weeks, absorbed the messages that those posters contained, which helped create a more positive, stimulating, encouraging environment.

On a personal basis, you can post affirmations and stimulating messages around your office, on your bathroom mirror, in your car, calendar, even in your gym locker. Don't worry that after a few days or weeks you don't seem to even notice the message anymore- it is getting through. The principle works the same way as when you post the mission statement.

Affirmation and acknowledgment, as well as reducing negative self-talk are self-esteem enhancing tools. You don't need to be anyone other than yourself. When you try to be or think you can be someone else, you are not being truly yourself. Accept yourself as you are; wonderful things will follow. Have a great June!
