

J.E.A.M. CENTS

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OCTOBER EVENTS

- 10/1: Jackson's on Third crew
Mill Avenue crews
- 10/2: Jackson's on Third crew
New Times Best of Phx Awards Party
ASU Game- parking bar crew on Mill Ave.
Alejandro Fernandez @ AWA
- 10/3: Jackson's on Third crew
- 10/4: Payday in 111. 4p-6p
- 10/6: Busy
- 10/7: Weird Al Yankovic @ ASF
I.D. checking class in 111 @ 6pm
- 10/8: Octoberfest @ Hayden Square
Terri Clark @ ASF
Coors Rodeo @ AWA
Mill Avenue crews
- 10/9: Octoberfest @ Hayden Square
Coors Rodeo @ AWA
Megadeth @ ASF
Mill Avenue crews
- 10/10: Octoberfest @ Hayden Square
Cardinals Game- parking and bar crew on Mill Ave.
Jethro Tull @ ASF
Coors Rodeo @ AWA
- 10/11: Vince Gill @ ASF
- 10/12: Backstreet Boys @ AWA
Better Than Ezra @ ASF
- 10/13: Lonestar @ ASF
- 10/14: Carrot Top @ ASF

- 10/15: Mill Avenue Crews
Leann Rimes @ ASF
Bruce Springsteen @ AWA
- 10/16: Mill Avenue Crews
Kool & The Gang @ ASF
- 10/17: Cardinals game- parking/bar crew on Mill Avenue
Opry Day @ ASF
MDO @ ASF
- 10/18: Payday in 111. 4p-6p
Reba McEntire @ ASF
- 10/19: Reba McEntire @ ASF
- 10/20: Wayne Newton @ ASF
- 10/21: All 4 One @ ASF
- 10/22: Family Values Tour @ AWA
Mill Avenue Crews
Toby Keith @ ASF
- 10/23: ASU game- parking bar crews on Mill Avenue
Live @ ASF
- 10/24: John Michael Montgomery @ ASF
Pennywise @ Club Rio
- 10/25: Meet me at _____
- 10/26: T.E.A.M. Pride Festival @ Clark Park. 6p-10p
- 10/31: Halloween
Cardinals game- parking/bar crews on Mill Avenue

www.teamsecurity.net

Be sure to check out our website for any event updates or changes.

OCTOBER BIRTHDAYS

- Chris Yahne 10/3
- George DeAlejandro 10/4
- Carlos Gonzales 10/4
- Billy Ierley 10/4

- Joe Coomer 10/6
- Stephanie Foley 10/15
- Barbara McQuinn 10/14
- James Lesjak 10/16
- Roberto Quintero 10/17
- David Clinkenbeard 10/21
- Phillip Guzman 10/21
- Sherri Sprau 10/21
- Russ Hendrick 10/24
- Larry Hardman 10/26
- Tim Morris 10/30

T.E.A.M. ANNIVERSARIES

- 3 years- Joe Coomer 10/17
- 2 years- Shane Godek 10/22
- 1 year- Jeff Deese 10/7
John Arends 10/14

WINTER UNIFORMS

Effective November 1, we are changing over to our winter uniforms. As of the first of November the proper uniform will be as follows:

- Long black pants
- T.E.A.M. sweater or jacket

Shorts are not to be worn after this date. Sweaters and jackets are to be worn properly, i.e. no rolled up sleeves, jackets buttoned up to second to last button. If you have deposits on shirts, you may trade them for jackets or sweaters. Deposits on jackets are \$30 and sweaters are \$25. See equip. Mgr for more info.

NO ROOM FOR EGOS

By Matt Fleener

Hello everyone, once again I have an opinion to offer, only this time it's on a more positive note. I recently had the opportunity to attend the defense and tactics training class and I must say that at first I let my ego get in the way. You see, I have studied Laotian Kung-Fu, Tae Kwon Do and recently I have been studying Judo. So my first thought was I already know how to take care of myself, what will I learn that I don't know already? Well, I learned a lot. You see, most martial arts focus on one of three attack methods- injure, maim or kick, and most martial arts don't focus on restraint without injury. In the field we can't go around kicking people in the head, breaking arms or legs or worse. We have to be able to control a situation without injuring or sustaining an injury.

The class was taught by a third degree blackbelt in Tae Kwon Do (I later learned that she studied under the same grandmaster as I did). She is also a former police officer. She now runs her own Dojang (that Korean for martial arts school) that is well kept with traditional Korean decor. While some of the techniques were a review, the practice was much needed. There was (and still is) much to learn. I would like to thank anyone, as personal safety is very important to me. But I warn you- leave your ego at home or you won't get much out of this class. And please give Fawn the respect she deserves or you might find yourself in a very uncomfortable position.

Also I'd like to thank my partner in the class, Bill Selby. He was very cooperative once I found his pressure points. By the way Bill, my leg still hurts. That's all I got. Please be safe out there and take this class very seriously. Someday your life may depend on it.

(Note- these classes are given once a month. Only employees in a supervisory position are allowed to attend)

WWW.WILDWILLY.COM

By Bill Selby.com

Hi, gang yes it is me wild willy I have a few things to say to you. One is, I am still having problems with keeping 10-93 clean. It seems that all you want to do is sit and talk, eat your food that you bring

in, then leave it sitting around. If you want the privilege to have food and snacks you will need to pitch in and clean up. If you can't help then I will ask you to please eat somewhere else. Also to all DMB supervisors- please I need you to keep up on the shirts and also keeping 10-93 clean, also making sure someone dumps the garbage. If we all can pitch in and keep 10-93 clean I would be a very happy camper.

To all of you let's remember that if you were assigned shirts let's wash them and wear them instead of grabbing a shirt at these events. That means more washing for Mick to do. So please use your shirt and if you can't please let me know. Thanks

SIKORA SAYS...

By Mike Sikora

Some people think working for T.E.A.M. is just another job. It's not. I work because I have fun doing it. I continue to work for T.E.A.M. because I enjoy working with the other employees as well as the patrons, not to mention all the great events I get to be involved in.

Not every post is glamorous but all of them are a vital part of our industry. When I see other employees at events some of them are not smiling and look bored. These employees need to take a step back and look at the important things they are doing. When they do that they should feel proud and have fun with the job they are doing. You should psyche yourself up to do the job you are doing. Your attitude reflects on patrons, clients, and other

employees. When you see another employee having a hard day do what you can to boost their morale. If you can make a difference in one person's day, you will feel great. I know this is true because I have done it.

T.E.A.M.'s survival is based on teamwork. We strive to be the best in the business. Recently other managers and myself have been working very hard to staff all the positions that need to be filled. This has caused a great deal of stress. We decided to step back and reevaluate the situation and work as a team instead of working on the problems individually. It has relieved the stress and tension substantially. I try to instill this in

the parking crew's minds. I do this because I believe I have a very important part of T.E.A.M. to manage. I want them to be the best and shine in all situations.

Remember no single part of T.E.A.M. is more important than another. We are T.E.A.M. and it is only as strong as its employees'. T.E.A.M. work.

MEMO NO. 99-0922

By Joe Coomer

It has come to the attention of the management staff that off-duty personnel and/or friends are spending way too much time hanging out with on-duty personnel. We do not discourage inter-company comradery, but it has come to a point where off-duty personnel are taking time away from the job performance of on-duty personnel.

There is a difference between passing on work related information and hanging out. Five to ten minutes is more than enough time to pass on information. At this time, if you are on duty and have off-duty personnel and/or friends on your post with you, you will be reprimanded and/or suspended. If you have any questions or concerns, please direct them to Chris Casias or myself.

WORKING WITH PATRONS WHO ARE DISABLED

By Chris Casias

As some of you may be new and working concerts for the first time, here is a little useful information for you:

Patrons who have mobility impairments:

- * Unless a wheelchair breaks down, there is no need to offer to push a person using one. Power chairs are very heavy and hard to steer by hand, the wheelchair user can maneuver the chair on his or her own.
- * Know where the closest wheelchair accessible restroom is.
- * Ask before giving assistance.
- * A common mistake people make is to talk only to the companion and ignore the person who is disabled or vice versa. Speak to both people equally.
- * Be sure to check restrooms frequently. People have been known to get wedged in the doors.
- * Never pat a patron in a wheelchair on the head (amazing as it may seem, it does

happen).

* Never take a person's crutches or cane away. The patron should store the devices under their seat, not in the aisle.

* If a person using a wheelchair wishes to transfer from their wheelchair into a theater seat, be sure to check with the patron if they will need their wheelchair at intermission and remember to bring the chair back at the end of the show. It is also a good idea for anyone who is ambulatory and accompanying the patron, to know where the wheelchair is in case of emergency.

* If a person is unsteady on his or her feet, offer him/her your arm while walking to their seat. Remember that stairs without hand rails and ramps can be difficult to manage. If the patron seems to be really dependent on you for support, it would be nice to ask after seating the if he/she

would like your assistance at the end of the show.

* Do not use the words "attendant" or "assistant" when referring to any people who are with the person who is disabled.

Patrons who are visually impaired:

* Guide dogs may accompany their master and sit at his or her feet.

* The correct way to provide service to a person who is blind is to offer him or her the opportunity to hold your elbow. That way you are walking slightly in front of the person you are guiding, he/she will feel when you step down stairs before he/she needs to step down stairs.

* Do not pet the guide dog while it is working.

* When giving directions to a person who is visually impaired, estimate the distance in steps and use clear specific language (e.g.- to get to the women's restroom you need to turn left and follow this curving wall until it ends, continue to walk straight for about 20 steps. Etc.). the other option is to guide the person there. He or she will be counting steps as you go, so he/she can find their way back, so don't carry on along and detailed conversation.

Patrons who are hearing impaired:

Few hearing impaired patrons will identify themselves. So it is a good idea to use these techniques with all patrons:

* Face the patrons when you are speaking

to them.

* Stand where there is good light on your face if possible.

* Keep your hand away from your mouth when you are speaking.

* Speak clearly- don't mumble.

* Know where the pay TDD is.

Patrons who are developmentally disabled:

If a patron with a developmental disability has never been to the venue before he/she may not know what type of behavior is expected. State your expectations clearly using short sentences.

If during a performance a person's behavior is bothering other patrons, go to the person quickly and quietly and firmly tell the person what they are expected to do.

Speak to a person with a developmental disability as you would any other adult, just use a simpler sentence construction.

Sometimes your offers of assistance will be turned down with various levels of grace and appreciation. Try not to be offended if a patron rebuffs your best effort to give service. Just answer politely.

HOW TO DETERMINE YOUR

STAR WARS NAME:

To determine your first name:

1. Take the first 3 letters of your first name.
2. Add the first 2 letters of your last name.

To determine your last name:

1. Take the first 2 letters of your mom's maiden name.
2. Add the first 3 letters of the city in which you were born in.

To determine your Star Wars honorific title:

1. Take the last 3 letters of your last name and reverse them.
2. Add the name of the first car you drove.
3. Insert the word "of".
4. Tack on the name of the last medication you took.

Henceforth, be it known that I am:
Chrca Pamag, Saic amaro of Excedrin

May The Force of T.E.A.M. Be With You!

TRAINING CLASSES

By Chris Casias

Scheduled advance training classes are canceled for the month of October, due to the amount of work there is. If you were planning on attending these classes, you may call me and set up a time for you to come in during the week. It's just not possible to have any during the weekends in this month. You can always set a date that you can come in and do the classes on your own.

We also have an I.D. checking class on Thursday, (10/7) at 6pm in 111, for those employees who are not I.D. certified by T.E.A.M. and want to work alcohol related events. Call 111 to sign up for this class or an advance training class.

BELIEVE IT OR NOT

At the 1994 annual awards dinner given for Forensic Science, the President, Dr. Don Harper Mills astounded his audience with the legal complications of a bizarre death. Here is the story:

On March 23, 1994, the medical examiner viewed the body of Ronald Opus and concluded that he died from a shotgun wound to the head. The decedent had jumped from the top of a ten-story building intending to commit suicide.

He left a note to that effect indicating his despondency. As he fell past the ninth floor, his life was interrupted by a shotgun blast passing through a window, which killed him instantly. Neither the shooter nor the decedent was aware that a safety net had been installed just below at the eighth floor level to protect some building workers and that Ronald Opus would not have been able to complete his suicide the way he had planned.

Ordinarily, Dr. Mills continued, "a person who sets out to commit suicide and ultimately succeeds, even though the mechanism might not be what he intended" is still defined as

committing suicide. That Mr. Opus was shot on the way to certain death nine stories below at street level, but the suicide attempt probably would not have been successful because of the safety net, caused the medical examiner to feel that he had a homicide on his hands.

An elderly man and his wife occupied

the room on the ninth floor from whence the shotgun blast emanated. They were arguing vigorously, and he was threatening her with a shotgun. The man was so upset that when he pulled the trigger he completely missed his wife and the pellets went through the window striking Mr. Opus. When one intends to kill subject A, but kills subject B in the attempt, one is guilty of the murder of subject B. When confronted with the murder charge, the old man and his wife were both adamant. They both said they thought the shotgun was unloaded. The old man said it was his long-standing habit to threaten his wife with the unloaded shotgun. He had no intention to murder her. Therefore, the killing of Mr. Opus appeared to be an accident; that is, the gun had been accidentally loaded.

The continuing investigation turned up a witness who saw the old couple's son loading the shotgun about six weeks prior to the fatal accident. It transpired that the old lady had cut off her son's financial support and the son, knowing the propensity of his father to use the shotgun threateningly, loaded the gun with the expectation that his father would shoot his mother. The case now becomes one of murder on the part of the son for the death of Ronald Opus.

Now comes the exquisite twist. Further investigation revealed that the son was in fact Ronald Opus. He had become increasingly despondent over the failure of his attempt to engineer his mother's murder. This led him to jump off the

ten story building on March 23rd, only to be killed by a shotgun blast passing through the ninth story window. The son had actually murdered himself so the medical examiner closed the case as a suicide. Very tidy of him.

A true story from Associated Press, by Kurt Westervelt George.

TARYN'S TURN

By Taryn Aguilera

The month of October is now upon us, and as some of you are already aware, we plan to work you 'til you drop! Along with all of our regular stuff, in October, we now add the Arizona State Fair, six concerts at America West Arena, a Tempe Haunted house, the Oktoberfest in downtown Tempe. Again, all of this is in

ADDITION to things we already work!! So, please, please, give us your all in October!

At the same time - you need to remember that you MUST have your guard card in order to work a lot of these events! AND - get to the office and get MAPS for all of these things!!! (It makes our lives so much easier than trying to give directions over the phone!!!!!!)

After we live through the month of October - we start planning for NEW YEARS! Please make yourselves available for this exciting night too...and remember - it's DOUBLE TIME pay!!

I really don't have a lot to say, as my brain is full trying to plan for all the events! But I do remember some T.E.A.M. fun facts that not many people know.....you need to guess what the "item" is....

DID YOU KNOW: (last names will not be used to protect the innocent)

1. Stephanie shops for _____ with her mother! (She's 35 years old!)
2. Chris shops for _____ with Mick
3. Andy J. will be purchasing new _____ for the fair, so he can't embarrass the entire company as he

- walks down the concert aisles. (Again)
4. Eddie doesn't wear any.
5. Little George seems to wear his over his head these days.
6. Matt wears "karate" style.
7. Zach keeps his in the patrol truck
8. Bill sleeps with his on. (This is because he is always asleep!)
9. Gabe's are dirty.
10. Anthony's wife has to put his on.

That's the excitement, and again remember - pick up event information at the office, we have lists of events, call times, locations, maps etc... BUT YOU ARE NOT SCHEDULED FOR ANY OF THEM UNLESS YOU ACTUALLY TALK TO TARYN, JOE OR ZACH!!! AND A LOT OF THESE EVENTS YOU MIGHT NOT BE ABLE TO WORK IF YOU DO NOT HAVE A SECURITY GUARD CARD OR HAVE LONG HAIR, EARRINGS TATOOS ETC...THESE ARE THE CLIENTS REQUIREMENTS!!!!!!

MICK'S MEMO

By Mick Hirko

A few weeks ago, I was forced to raise the price of cigarettes in the vending machines. The tobacco companies raised the prices again, to pay for the multi-billion dollar settlement that they made with the states. Why is it that we who smoke don't get any of that? The states allegedly sued them for us. Never mind, don't get me started, especially since that is not the point I wanted to make. I had several people complain, because of the price increase. I don't make the prices, but I regret having to do it, as we are just giving that money to the government. It stinks, and I'm not talking about the smoke either, unless you mean the smoke they are trying to blow up our your-know-whats. What really struck me about the people who complained about the increase was that they were not complaining about paying \$3.00 a pack for cigarettes;

they were upset about the quarter that they had to pay. I guess I can't really say anything, since I smoke, but it does seem a bit penny wise and pound foolish. If I haven't confused all of you by now, trying to figure out where I am going with this - If you are so worried about a quarter, then why don't you buckle down, get your advanced training completed, and set up your evaluations, to get yourselves raises? Why don't you get some of your friends to come to work for us in their free time, so you can get a referral bonus? Why don't you grab a few more shifts, so that you can get your 400 hour bonus sooner? We want you to have more money, but we are not just going to hand it to you. You need to take a bit of initiative yourself, to get what you have coming. We want to reward hard work, and give you all we can. All we ask, is that you do your part, as well.

As you probably already know by having read the other parts of this newsletter, October is going to be a very tough month for us. I don't think there is a day after the 7th of October, where there is not at least one concert, on top of all of the regular stuff we have going on. This is a great time to start saving up for Christmas. Why put off all your shopping until the last minute? Just don't plan to do any of it in October - We need you to work. You can spend it all in November. Also, please start thinking towards New Year's Eve. As you well know, New Year's Eve is always our busiest day of the year, and I think I can say with confidence that this upcoming

one will be the busiest of our lifetime. It being the Millennium celebration, and having to staff the Mill Ave MILLEnnium (nice play on words - who thought of that?), as well as the America West Arena and Bank One Ballpark, I can guarantee that October is only going to be a scheduling stress warm-up for that

night. We need **everybody** to work!!! I know that it is a bit of a commitment, especially since everybody says it's going to be the night of our lifetimes. I don't think so. First of all, the millennium doesn't really start until the following year, and not being much of a sentimentalist, it really is only a randomly chosen unit of measure and day. It's not like any of us have been around for 2000 years, or that civilization started that night 2000 years ago. This was just another Roman idea that took hold. Finally, a huge chunk of the population is going to already have to work that night, because of Y2K concerns. Every credit card company, bank retail services, property management, utility, public services, military and who knows who else employee is going to be sitting at home or at work, watching computer screens and CNN. Add the people that are going to be hiding in their bunkers in Wyoming, and the people who never go out on New Year's Eve, or the ones who are fearing going out on this one, because all of the hype and Y2K paranoia, and suddenly, you don't have a very big crowd anymore. It's just another night, and we need to get through it. I remember a few years ago, when the Super Bowl was in town, everybody was predicting the party of our life. It actually ended up being pretty tame, and a lot of businesses lost their butts, thinking they were going to make a fortune, and nobody showed up. It's going to be a lot like that New Year's Eve this year. There is even talk of some of the bars closing down that night, because between the cost for supplies that night (everybody is marking up their prices, like triple), and the cost of labor (double or more), it's just not worth to them to even try to conduct business. And unlike the Super Bowl, its not like you're going to have a ton of people coming in from out of town. This night is going on all over the world, not just here. We are going

to be busy. Millennium Ave. Has a long standing reputation as being one of the biggest and Best New Year Eve Block Parties in the country, so people are going to come her, no matter what. Even the high ticket price this year will not keep them away. Do I need to say anything about the Judd's reunion concert? That would be a big deal, no matter when they have it. We don't know what's going on at BOB yet, but it'll be a good one, too. Please plan accordingly, and plan on working that night. You are going to hear it a lot in the next couple of months, but we need you!!

Hey, I'm going on again, which is my cue to wish you a good month, and see you out there. Let's wish the Diamondbacks good luck, and cheer them on (even if it means more work for us, when we are already sooo busy. Keep the peace...

CHRIS ' FINAL THOUGHT

By Chris Casias

The presidential election is coming up, about this time we normally have everyone and their mother announcing their run for the White House. While I was away, I had time to look at the profiles of the current candidates and thought to myself- I could do this job. So the following is my official announcement that I've decided to run for the President's office.:

Greetings registered voters, it is an honor to write this advertisement, disguised as a press release, convinces you that I am the most logical choice to serve as your voice in our government. I sincerely hope that by seeing my name attached to this article, you will blindly vote for me, regardless of my lack of any real leadership ability. If you are not registered to vote in this election, or refuse to participate in the voting process, stop reading this immediately! Your opinions don't

concern me and I could care less about your support, since it won't get me elected anyway.

This article is intended to reach the handful of people, who have enough spare time to actually participate in the electoral process.. In all honesty, I have enough to worry about with confusing the voters who are paying attention, without wasting my valuable time recruiting the uninterested.

I know that my announcement to run may appear as a last minute decision, but this opportunity only recently came to my attention. It has become obvious that there are no candidates who stand apart from the others. So instead of flipping a coin to decide which candidate you want to screw you over, elect me! At least that way you know what to expect. I really do believe, considering my opposition, I am truly the best candidate for the position.

I have the most experience in creating a believable illusion. I can be anything that you want me to be. You can depend on me to change according to your wants at any given moment. I can give you options to choose from, regardless of what you may want.

I was asked if I was a Republican or a Democrat, my response is, "what do **you** want me to be?" I consider myself to be a candidate for the people. I can be a liberal Republican or a conservative Democrat. It all depends on what **you** want me to be. I promise to be exactly what **you** want me to be....at least for as long as I'm talking to you.

I also have experience with set design and special effects. I promise to make our country look a lot better. It may not actually be better, but at least it will appear to be better. "A little powder, a little paint, make it look like what it ain't."

I was asked by the media, "How do you stand on CAP water?" my

response, "The same way I stand on every other type of water, I just put one foot in front of the other." Walking on water is easy, once you realize that you are more important than all the insignificant people who voted you into office.

As far as this country's impending water crisis, my position on CAP water is simple. Why not blend CAP water with a well aged bourbon? I've always felt that water should never be consumed by itself. Water is a mixer, and of course ice cubes are extremely important to making the perfect cocktail. Drinking water by itself is a complete waste of resources.

Considering that our ground water could be put to use in so many more important ways, like mining operations, agriculture and, just a suggestion, filling a man made lake for recreational purposes. "Move to the desert for it's natural beauty, and

immediately start making changes." That's my motto. After all, what's the use on moving to a desert if you can't change the natural landscape to fit your needs.

My official position on the endangered pygmy owl is quite simple. Darwin's theory of evolution works! If a particular species is unable to exist in an area that we find usable, then I say, let nature take its course. Like my father used to say, "s**t or get off the pot!" If you can't evolve enough to survive when the going gets tough, hasta la vista baby! Survival of the fittest. You want to make it in this world, evolve! Why should we stop our progress just because you can't move somewhere else?

Another one of the questions that was asked was: Would I appoint someone to a position, who was qualified to perform the job, that was also openly gay, lesbian, or transgendered person? My response is, of course I would. Or at least I would say I would. Lets face it, saying

no would be political suicide. A person's personal lifestyle should have absolutely no effect on their ability to perform a job...as long as they keep their personal life to themselves. And above all, regardless of what we (as your government) might say about our position on domestic partner's benefits, please remember, just because we say we are in support of it, doesn't mean that we are actually willing to make it happen.

After all, we do have our re-elections to think about.

So in closing, I think I've figured out how this whole political game works. I'll say exactly what **you** want to hear from me, depending, of course on who I'm talking to. I'll stand up for what I know is right, until I'm opposed of course. If I come up against something that is too controversial, I'll avoid my positions until I can figure out which side is the most beneficial to my re-election. And above all, I promise to not make waves in our country's legislature. In other words, I promise to keep business as usual.

Vote for me, Chris Casias! "Politics as usual." See you on the campaign trail!

(Note: The opinions and statements made in this article are solely the thoughts and beliefs of Chris Casias, not T.E.A.M.'s, but maybe Adam's, not restricted to Bret, Taryn may feel the

same way but won't vote for Chris, Stephanie totally agrees with Chris. Bill agrees with everything except the owl part and Mick doesn't agree with everything but will vote for Chris).

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