

J.E.A.M. CENTS

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“Official Newsletter of March Madness”

March 1-31, 2000

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MARCH EVENTS CALENDAR

3/3-4: Mill Avenue crews
3/6: Payday in 111. 4p-6p
3/7: Fat Tuesday/Mardi Gras
Hayden Square/ H.A.N.D.
Cafe concert.
3/10-11: Mill Avenue crews
3/10-12: Chandler Ostrich Festival
3/17: St. Patrick's Day
Hayden Square/Balboa Cafe
concert
3/17-18: Mill Avenue crews
3/18: Advance training in 111. 1p-5p
3/20: Payday in 111. 4p-6p
3/24: Christian concert @ AWA
3/24-25: Mill Avenue crews
3/25-26: Great Az Beer Festival @ Az Center
3/25: Run DMC @ AWA
3/26: Low Rider Show @ AVMC
3/31-4/2: Mill Avenue Art Festival
Mill Avenue crews
BTO /Paul Rodgers concert
@ Rawhide
4/1: Payday
Rocky Point Festival

T.E.A.M. ANNIVERSARY

one year- Blair Gray 3/24
Congratulations to Blair for hanging in there. We'll think about giving you a raise now!

BLACKOUT DAYS

Just a reminder- there are some days that

we will need everyone to work. These days are black out days. You need to work at least one shift per day to help out. The following are black out days:

March 11-12
March 17
March 30
April 14-15
April 8-9

T.E.A.M. BIRTHDAYS

Bryan Sutton	3/2
Chris Lee	3/3
Masroor Syed	3/4
Deann Gates	3/6
Cami Warren	3/9
Sean Connelly	3/10
Justin Greiff	3/10
Doug Berube	3/14
Pat Kyler	3/17
Eric Brandt	3/24
Mike Butler	3/26
Andy Hoffman	3/26
Calvin Bell	3/28
Derek Boice	3/30
Michael Waldriff	3/30
Rick Gutierrez	3/31

Happy Birthday to all employees celebrating another year. Party at Masroor's!

SIKORA SAYS....

By Mike Sikora

Well, it is now the third month of the new year. It seems to have passed quickly. I thought after New Year's Eve we would slow down. I was wrong, we have grown

to a well known and liked company, we continue to get more and more work.

With our account base growing we need to increase our employee base. We need your help with this through employee referrals. With a larger employee base we can establish a larger account base. That means we would have a greater variety of events and venues to work (have fun) at. So let's try to get more employees for this company. Don't forget about the referral bonus.

COMPANY FITNESS

Contributed by Joe Coomer & Company

When an applicant asked if the company had a fitness program, the resources manager replied, "Oh, our employees don't need one. They are routinely jumping to conclusions, flying off the handle, beating around the bush, running down the boss, going around in circles, dragging the ball, dodging responsibility, passing the buck, climbing the ladder, wading through paperwork, pulling strings, throwing their weight around, stretching the truth, bending the rules, stabbing others in their backs and pushing their luck!"

HOW TO HANDLE ANGRY PEOPLE

1. Keep cool. You are not the target.

Take offense 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

NEWS UPDATE

Burlington, Vermont- According to the *Washington Post*, a masked man planted three foot-tall evergreen trees in city potholes, telling a local radio station he was "taking vengeance against potholes" because he was tired of seeing cars wrecked.

A police spokesman said it was unclear what crime the tree planter could be charged with. "We could get him for blocking vehicular traffic," said Lt. William Luare, "but that's exactly what a pothole does, so we'd be hard pressed on that one."

Anchorage, Alaska- According to Alaska's *Anchorage Daily News*, "A small boy in search of a potty chose the wrong door and let loose on a telephone master console at the Suicide Prevention and Crisis Center Tuesday afternoon, temporarily extinguishing the crisis hotline and every other telephone in the office.

"The boy just walked in and peed on the [control] console," said center director Rosalie Nadeau. "I guess he figured it was as good a place as any."

Roanoke, Virginia- A false alarm at a bank set off a chain of events that caused more trouble for the local police than an actual robbery.

A teller in the bank pressed the wrong button, setting off the robbery alarm. Police, believing a robbery was in progress, raced to the scene, with patrolmen N.W. Tolrud and R.P. Doyle the first to arrive.

As Tolrud and Doyle were being told there really wasn't a robbery, Officer J.T. Santopolo whipped his motorcycle into the parking lot and struck a raised manhole cover.

Santopolo went one way, the cycle the other. Tolrud, inside the bank, saw Santopolo flying through the air and ran to

his aid- through a plate glass window. As Santopolo hit the ground he heard the window break and drew his revolver on Tolrud, thinking he was the bandit making a fast exit. Tolrud made a fast explanation.

Police said the damages included minor injuries, a torn shirt for Tolrud, scratches and bruises for Santopolo, \$150 damage to the motorcycle, and one smashed plate glass bank door. *Lynchburg Virginia Daily News*

(3 February 1999, Washington)- A man tried to commit a robbery in Renton, WA. This was probably his first attempt, as suggested by the fact that he had no previous record of violent crime, and by his terminally stupid choices as listed below:

1. The target was H & J Leather & Firearms, a gun shop.
2. The shop was full of customers, in a state where a substantial portion of the adult population is licensed to carry concealed handguns in public places.
3. To enter the shop, he had to step around a marked police patrol car parked at the front door.
4. An officer in uniform was standing next to the counter, having coffee before reporting for duty.

Upon seeing the officer, the would-be robber announced a holdup and fired a few wild shots. The officer and a clerk promptly returned fire, removing him from the gene pool. Several other customers also drew their guns, but didn't fire. No one else was hurt.

T.E.A.M. TOP TEN LIST

By Chris Casias

This month's Top Ten List comes from our home office out at Sun City Grand, our category for this month is.....*Top Ten Signs You live next Door to a T.E.A.M. Employee...*

10. On his day off, your neighbor sits in his car all night.

9. You see about twenty T.E.A.M. uniforms hanging on the clothesline.

8. They ask you for a ride to the office every other Monday at 4 pm.

7. Your car gets booted every time you block their driveway.

6. Every year you get invited to "their" New Year's Eve party on Mill Avenue!

5. You get carded every time you go over for drinks!

4. When you come over to watch the Superbowl, your neighbor has his back to the TV.

3. The T.E.A.M. patrol truck is parked next door all night!

2. They clean their yard in a blue labor shirt.

.....and the number one Sign That You Live Next Door to a T.E.A.M. Employee is.... Every time you visit, you get patted down!!!

THE NEW KID ON THE BLOCK

By Mike Windsor

"If you have no confidence in self, you are twice defeated in the battle of life. With confidence you have won even before you have started."- Marcus Garvey

I would like to introduce myself for those who have not yet met me. My name is Mike Windsor, and I am the new kid in the accounting office. I will be responsible for accounts receivable and payroll.

Please make sure that you personally sign yourself in using your first and last name, no nicknames. Make sure you get signed in and out so that you will be paid for the right amount of time that you worked. This will not only help me, but it will also eliminate payroll errors. I am confident that if we all work together, we can ensure that everyone is paid accordingly to what they worked.

I would also like to thank everyone in 111 for welcoming me to T.E.A.M. You guys are great!

RECRUITER'S REQUIEM

By Andy LaFave

A big hello to all of my friends out there in T.E.A.M. land. I hope that all of you had a great month of February and are looking forward to even a better month of March. With all of the events we had going on in the month of February I know that things got hectic. But, with everybody's hard work and dedication we made it through.

I just wanted to take this time to thank all of you for helping out so much. All of your hard work is greatly appreciated. Now on to the month of March. We have more events that are coming up this month that are going to require the same dedication you all showed last month. Again, if any of you have friends that are looking for work go ahead and refer them to us. We are always looking for good people. Remember that if the person that you refer is hired and works at least 100 hours you will receive a \$25 bonus.

I just want everybody to know that your work is and always has been greatly appreciated. With every event that you work, always be sure to do your best and strive to excel in every way possible.

Remember to always be safe out there and I will see you in the field.

ZAK'S ON MILL AVENUE

By Zach McFall

Well, we made it through February. I would first off like to apologize for my lack of contribution to last month's newsletter.

The new phrase of the year is "No excuses." After

I thought about it, I found myself making many excuses for things I do not get done. Well, excuses are like brains, everyone has one. For some of you that don't know, I answer the scheduling pager. When I hear some of the messages that are put on the voice mail, I have to laugh. It's amazing how many people leave excuses why they can't work. I think my favorite one is "I don't have a ride."

Well I hate to tell you folks, but it is that person's responsibility to make it to work. We will do the best we can to help you out, but there is only so far one can go.

On a positive note, I think some of the new recruits that were just brought on, are good T.E.A.M. players. I don't like naming names, but you know how you are. Those individuals are always there to help when we are stuck in a jam. Thanks again. Well, I hope everyone is ready. We have a lot of upcoming events, and I hope to see you all out in the field. zj

WILD WILLY'S WORLD

By Bill Sebby

Yes, ladies and gentleman I am back to inform you on what we expect from you down at 10-93.

We need all of you old timers to help us direct our new employees in the right direction. This means make them fit in and if they questions try to help them if not direct them to their supervisors or manager.

Also, if I could get all of you to pick up after yourself, if you are using a uniform out of 10-93, then please fold it and put it in the locker if it is dirty and make sure your supervisor is given the dirty laundry. I do not want to find 10-93 the way Mick did on Friday night.

Just another reminder- if you smoke in front of 10-93, let's make sure you put your cigarette butts in the ash tray. If you have cans and cups make sure they are in the proper garbage or recycling bins.

So please let's all pitch in and keep it clean and you will then have clean uniforms to wear.

I just want all of you know if you need anything or you want to talk just get a hold of me at 10-93 or 111.

Thanks, Wild Willy

FIELD CARDS

By Mick Hirko

Why do we use field cards? There are several reasons for that. First of all, to capture information for reports, without having to fill out the whole report there on the spot. Second, to get information on items that do not require a whole report, such as a trespass, found property and fake and/or confiscated ID's.

All the information on the Field Cards is entered onto our crime data base. Yes, folks, we actually keep records of all the stuff we do out there. We can actually tell you who responded to what incident, how many incidents any employee responded to, which client had the most calls for service, how many fights, etc. It's a really neat, professional system, if it gets used right. It helps us give clients complete reports, as well as judge what kind of staffing we require from past experience. This system does require your co-operation. Ejections and fights at concerts need as much info we can get, not only so our database is big, but to protect us from lawsuits.

If everyone involved in a situation would write incident reports and supplements, or even jot down a few

details on field cards, and turn them in, we could help refresh your memories. Also, without the reports, it is often impossible for us to trace back, and find out who was even involved in a situation. It is often years before a case goes to trial, and lawyers drag these out as long as they can, with the hopes that witnesses either are not to be located, or have forgotten what happened. Believe me, even the most vivid experience will fade and change in your mind over time. If we can't locate you, or you have forgotten after three years, at least we have your written word to defend against these often B.S. lawsuits. WE NEED YOUR DOCUMENTATION!!!!!!

We can track every field card, shift report, patrol log, supplemental report or other documentation, with just a small bit of information. As far as the reports themselves, once we find them, they need to be detailed, for the above listed reasons. On the field cards, don't only get all applicable information on the front, but put a narrative on the back, including why we did a field card (crime, lost property, Fake ID, Suspicious person, etc.) and write your name on it, with employee number, so we can go back later, if we need to, to get more info, or get follow up from you.

Let's say you confiscate a fake ID. Some, it's pretty obvious why you took it. Others are, or appear to be completely legal forms of ID. Some of these people try to get them back. The oldest trick is that somebody (Person A) let a friend (Person B) use person A's ID to get into a bar or other liquor event. We take it, and person A comes by the next day, claiming it was him or her at the bar, and wanting his ID back. Without documentation, what do we

do? Also, since our ID's for the most part are turned into the State for prosecution, we need to document why we took them, we can be liable. So, make sure you put all the personal information from the person that you took it from, including the location, and on the back, why you took it, and your name and Employee ID #. For more boring, but very important information on paperwork, keep tuned to *T.E.A.M. Cents*.

BOUNTY – HUNTER BEATTIE

By Scottie Beattie

Special thanks to all the people who showed up and helped at Bank One Ball Park's (BOB) Fiesta February 12th. All of you did a fantastic job! I appreciate your understanding and patience when were unable to accommodate you with storing your belongings in an easy accessible area. We have worked this issue out and the next time we do an event for BOB you will have a space.

I would also like to thank all of you who have taken last minute calls to work shifts – when other people call off. Your work effort is greatly appreciated! We are counting on everyone to be available to work all the great events we have coming up. What an exciting place to work! We offer a variety of work environments, location and hours. Many of you are inquiring about working full time, we have shifts available so ask your immediate supervisor or call a scheduler. Lets work together to help each other – we can do it!

FROM ACCOUNTING

By Bret Rowley

Greetings from the Accounting Department. Another month has gone by and all continues to go well in the accounting department. Just a review of our policies, if you have a problem with your paycheck please fill out a payroll protest form and turn it in to Chris Casias. If the amount is for less than 10 hours the amount will just be added to your next check, likewise if the error is over 10 hours we will issue you another paycheck in addition to your original paycheck. Other than this, please keep track of your hours as this will help to solve your protest in a timely manner.

Finally for my pre-season baseball picks I am going to be a hometown homer and pick the D-Backs to win the world series based on the stellar play of the Big Unit, Brian Anderson, Tony Womack and Matt Williams. Down with the Yankees, I am sick of the New Yorkers winning especially that crack head Daryl Strawberry. Well I am out. Bret in Accounting

COOMER COUNTRY

By Joe Coomer

Greetings to all. Well folks we have had some fun these past few weeks with different concerts and events. Here is the best part, they are not going to stop!! We have a lot of events and shows coming in the immediate future. To get on-line with these events you need to speak to Scottie or myself, also remember we do save room for the ones that can go and do spur of the moment shifts, the ones that don't have a problem staying late, and who have a great attitude about working for T.E.A.M. If you want to keep busy, especially on Thursdays, we have some bar accounts that will keep you fresh on

your ID checking skills. We love you guys who are working week in and week out for us, you are the troopers and we do have something in the future that will be a special treat for a change of pace. And, for all you guys who think that working only Club Rio is cool, let me tell you, you are never going to meet your fellow co-workers, ever. It's alright to work Rio once or twice a week, but when you work a big show and don't know that the person working next to you has been with T.E.A.M. only a month longer then you, you might want to think about working some other events or activities to build up some trust. Alright then, enough said. Peace and have some fun.

STEPHANIE'S SECRET

By Stephanie Foley

Hey gang! Well, as like most months February just flew by!! So I hope all of you are ready for a fabulous March!!! We definitely have a lot of fun events coming!!

With that in mind I would like to encourage all of you to let others know that we are hiring!! Thanks to those who are passing the word, especially Bill Ierely. He will probably be able to pay rent with his referral bonuses alone!

My main goal is to get you guys and gals additional team members that will do as great of a job like all of you, so if you have any suggestions or ideas please let me know! Not to over use the word but we are a team and when we all work together it's amazing what we can accomplish!!

Well with that off my chest, I would now just like to say thank you and goodbye to Steven "squeak" Bressan. Steve you have done a great job and I wish you all the luck and be careful, those Marines can be brutal. As for the rest of you keep up the good work!! Have a fabulous March

THE ROYAL REVUE

By Billy Royal

Greetings! Our corporate motto for the year is- NO EXCUSES. We came up with a definition in one of our managers' meeting that you might find interesting. An excuse is nothing more than failure in disguise. As I applied this mind set to our daily T.E.A.M. business, I noticed it

rubbing off on my personal life as well. I found myself calling old friends I hadn't talked to in a long time, cleaning out the garage, visiting my parents and trying to get more done in a day. I developed a noticeably more positive attitude. When you stop spending energy on coming up with excuses and put that same energy into getting things done, you'd be surprised at the results. Give it a try.

Communication is the key to any relationship. This includes the people we work with everyday. We need to put every effort into opening those lines of communication as well as keeping them open. Whether it's between departments or between individuals, if you don't have that open line, you don't have much.

As a continued commitment to our employees, we're in the process of developing a discount program for T.E.A.M. employees. Some of the discounted items we're looking to offer you are pagers, cell phones, sunglasses and many others. Look for the first ones in the next newsletter. Let me know if you have any ideas of items or services that you think fellow employees would be interested in.

Please let us know what we can do to make T.E.A.M. a better place to work. We need your input. Remember, every day's a Holiday!

MICK'S MEMO

By Mick Hirko

Over the course of the past couple of years, there have been several occasions where things have happened, either right after the news letter came out, or even though we knew about it, we couldn't publically announce it yet. Well, this is one of those times. We really want to tell you, but the timing is just wrong. I can tell you this much - if it happens, it is very big. Some of you may have already heard, and right now it is only rumor, and that is all it is. We cannot agree or deny any of the rumors, but there is something in the works, and it is very good. No fears, we are not moving, and not telling anybody where, we are not going to pink and pastel green uniforms, and Joe is not trying to get citizenship for the planet earth. It's a possible new client, that many of us have wanted for a long time, and many of you either already have worked for, or will enjoy working for. It will be a lot of fun, if it does happen. Stay tuned.

Lately, there have been a lot of fraternization going on. A lot of you are

not sure what our policy on that is, nor what the consequences are. Thus, please read the actual policy, and I will try to explain the intent and reality of it; "T.E.A.M. employees are not to date or to unduly socialize with clients or employees of clients. Further, T.E.A.M. members are not to become romantically involved with other T.E.A.M. employees. Do not use your position to solicit dates, phone numbers or romantic encounters. Any transgression of this policy will result in suspension. Repeated violation will result in termination."

The reason we have the policy, is because romantic involvement within the company almost always leads to problems. Aside from the rumor mill, it is really hard to separate personal from business, especially if one person has a higher position than the other. If or when a relationship goes sour, the two parties involved obviously do not want to be around each other, and we usually end up losing a good employee.

The conflict with clients should be even more obvious. Business and pleasure do not mix, and the consequences should be clear to everybody. I realize that spring fever is in the air, that many of us spend more time at work than anywhere else, and that it is often not only the only place to meet a quality person, that we might have something in common with, but it does cause nothing but problems.

Over the years, there have been several employees that have met through T.E.A.M., and their relationships lasted, and four that I know of led to marriage, but I know of many, many more that did not have that happy ending. The ones that did work, were with people that were mature, discreet, and tried to not work with their partner while on the job. We have plenty of assignments, so to do that is not hard. Finding two of our employees making out while they are working is not what I consider professional standards. Using your field cards to get girls phone number, holding hands while you are working might work well for Zach and Big Bill, but again, it's not what we are looking for. We are not trying to dictate morality or control hormones, but we are trying to run a professional company, and do not need more distractions than our job already brings.

The bottom line to this is - if you do meet somebody at work, and you conduct your relationship in a private, discreet manner, on your own time, without

compromising and hindering your ability to perform your duties, and your relationship does not negatively impact this company, do what you like. On the other hand, if your job performance goes down, you are the center of rumors and or gossip (your relationship is public knowledge), we have stressed relationships with a client because of a relationship of one of our employees with said client or their employees, or your conduct in any manner negatively impacts this company, than you will be held to the standards set forth within the Policies and Procedures Manual. We are to be professional, and we are to lead by example. As such, I strongly encourage the persons who feel I am talking to them, to take a close look at their conduct, and re-evaluate their behavior - Lead by example, or suffer the consequences.

I hope that helps with some of the confusion. The reason it was brought up now, is because several people have gone out of control with this situation, and hopefully will take the proper direction, and try to set an example.

CHRIS ' FINAL THOUGHT

By Chris Casias

The longer I live; the more I realize the impact of **attitude** on life.

There comes a time in our lives when we have to consider if what we do for a living makes us happy.

We deal a lot with the public, the public sees our employees at every event they attend. This is the main reason that we must all have a good attitude at work or in the work which we do. **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.

If you don't like your job, that affects your attitude. There's nothing worse than dealing with someone who hates their job, what do you think their attitude is? Bottom line is, your attitude shows what you think about your job.

Ever since T.E.A.M. has been around, we pride ourselves in the appearance and performance of all our employees and

management. Right now we are the best event management company in Arizona. The management we have in place consists of the best in this field, but sometimes the conduct or performance of our employees reflect on us. All we ask is that you take pride in your work and what you do.

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**. Where we go and what we do, advertises what we are. Be proud you are part of the T.E.A.M. family.

Be sure to pick up next month's special April Fool's Day edition.