

J.E.A.M. CENTS

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"The Official Newsletter of the Broken Heart's Club"

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FEBRUARY EVENTS

2/9-10: Mill Ave. Crews
2/10: Fry's Fiesta @ B.O.B.
2/12: Lincoln's Birthday
2/13: Elton John/Billy Joel @ AWA
2/14: Valentine's Day- make love!
2/16-17: Mill Ave. Crews
2/17: Advance Training Classes in 111.
1p-5p.
2/19: President's Day
Payday in 111. 4p-6p.
2/23-24: Mill Ave. Crews
2/23-2/28: Franklin Templeton Tennis
@Scottsdale Princess
2/25: Boxing @ Phx Greyhound Park
2/28: Ash Wednesday
2/29: Beastie Boys @ Hayden Square
3/3: Jim Rome Show @ DSP
3/5: Payday in 111. 4p-6p.

We would like to apologize for our absence during the month of January. As many of you know, our company has been going through many changes.

I would like to welcome Scottie Beattie as the new editor of *T.E.A.M. CENTS* as we also bid farewell to the past editor Chris Casias. Chris will still be involved for the next few issues as a consultant to Scottie.

We wish Scottie good luck in editing the newsletter and welcome any changes she may have in this sixth year of our newsletter. As always, if you have any comments, suggestion, or ideas feel free to contact us in 111.

JANUARY BIRTHDAYS

Scott Hunt	1/4
Joseph McCormack	1/6
Gregory Chavez	1/9
Dean LaFlam	1/15
Michael Wolff	1/15
Michael Diehl	1/16
Bill Winton	1/19
Shane Miller	1/24
Hank Shattles	1/27

FEBRUARY BIRTHDAYS

Martin Stevens	2/3
Scott Beattie	2/4
Joseph Sekaquaptewa	2/4
Leroy Howard	2/9
Maureen Bronson	2/11
Israel Devine	2/12
Sara Ellingson	2/23
Roque Minnelli	2/24
Robert Marquez	2/25
Rey Marroquin	2/27
Castano, Angelica	2/29

T.E.A.M. ANNIVERSARIES

Congratulations to the following employees for completing their first year with T.E.A.M.

Cami Warren	1/1
Dean LaFlam	1/12
Billy Royal	1/17
Max Pinnock	2/11
Kent Liermann	2/16
Chris Perren	2/16

Thanks for your faithful service and hard work. See Dean LaFlam for anniversary parking sticker.

WHAT'S IN A NAME

By Larry Hankins

I have often wondered what is really behind a name that you hear for the first time. More times than not you hear the name way before you actually see or meet that person. It is out of not knowing that I often find myself wondering all kinds of things about the person behind the name. You are about to meet the person behind this name. You will meet this person first hand because I will introduce myself the person behind a name that at this point means nothing or very little to you. As you read the rest of my story you will be left with what I consider a first hand impression of a name.

My life really began the day I accepted the scheduling position. Not knowing exactly what to expect I had everyone of my feelers out trying to collect all of the data that I could. Dressed in my black outfit, not related to "men in black" the stage was set. With a kind hand offering from the president alone with a friendly smile, I was hooked. At least that is what I was feeling. We proceeded along a hallway darted with posters and pictures of what I concluded was a brief but nice attempt to let the viewer see how well a portal could look or what I had to look forward to. At either case you could hear the walls began to whisper, Larry the scheduler it is now your turn.

Now the secret is out, my name is Larry D. Hankins and I am the new kid on the block. If you do not believe me just proceed down that hall and keep your ears open. You might even want to put your eyes to the phone and you soon will be left with a sound that you could never forget. "You have a call on line one".

Now you want to know what's in a name. I will be more than happy to tell you, nothing but some old letters of the alphabet that been around for a very long time. As far as that goes, so have I. Been around for a long time. It is no secret, my name you will get to know, because it is a name that you cannot help but to get to love, I am one of the schedulers that you must call on every Monday.

PREACHER SWANSON

By Jeff Swanson

Question: Why do people drink and drive?

Do they want to suffer a painful injury and or death? Do they want to injure and or kill a family member? Friends? Innocent bystanders? Do they like scaring people on the freeway as they fly by at 100 miles an hour? Do they like going to jail? Is it because they like to pay big fines? Could they be drunk to walk? Is it because the pay phone won't stop swaying long enough to make a call? Are they just stupid? Whatever there reason is, it's not good enough!!! Thousands of people die every year due to drinking and driving. If you get behind the wheel of a car after consuming even one alcoholic beverage, and someone gets hurt, (or dies), it is an accident that could have been avoided, this makes it your fault! I'm not saying it's bad to drink, I'm just reminding you that whether you have one drink, or twelve drinks your ability to safely operate a vehicle is greatly impaired. Please think before you drink. Make arrangements for a safe ride home.

Now that I have had a chance to share my feelings, let me say thank you to Stephanie Burdick, Bill Selby, Kevin Cavanaugh, Chris Malast, Kim Gonzales, David Linhart and everyone else that has gone out of there way to help me out. Working together always makes it easier. Your extra effort is noticed and appreciated.

Last but not least, Coomer..... I've watched you grow from a small pup to a mad dog. TEAM has grown along with you and your help. You'll always have a home here. I'm sad to see you go, but I'm very happy for you. Follow your dreams. Good Luck.

SIKORA SAYS....

By Mikel Sikora

As some of you may know already

changes have happened after the New Year. Most of those changes have been made in the office.

Jose' Villa has decided to pursue his career elsewhere. He will continue to work with T.E.A.M. at some of the large events. Zach McFall has also decided to do the same. Chris Casias has decided to take some time off from T.E.A.M. and Scottie Beattie has moved from scheduling to Human Resources. Larry Hankins has moved into a scheduling position and Mike Tabaka has moved into Operations to replace Joe Coomer. Joe has decided to take a position that was offered to him in Indiana. All these people that have moved on I wish them the best of luck, they will be missed.

We still have positions available for our personnel that are unable to attain a guard card due to their age. One of those positions will be at events at Desert Sky as well as other venues that require ticket taking and ushering. We also have a 2-week event this month at the Scottsdale Princess that is also available to those people.

The past few months have been hectic and I wish to thank those that have helped us make it through them. Be safe and have fun.

LOVE IS IN THE AIR!

By Nicole Pinon

Yeah right! As everyone gets ready to shower their loved ones with extravagant gifts, I sit in my room thinking about how I am going to spend this year's Valentine's day. This time last year I was still fretting over the whole break up between my (ex) boyfriend and I. As I look back at that time, I thank God that it's over. Do I still love him? As a friend, yes. As anything else, no. We shared a wonderful year and a half together and those memories will stay with me forever. I will always treasure love's wonderful things. Like the feeling for instance. That wonderful feeling in the pit of your stomach that lets you know you are in love. The lack of knowing what to say, and when you have found something to say you wonder if it's

the right thing to say in that present moment. The song that's playing near-by that you hear the next day on the radio, which makes you, relive those moments ago. The smell of his/her scent, the feeling

of the first kiss, that comfort within your soul knowing the one you love is waiting for you at home and that they are your best friend. The kind of friend that you can talk to about anything and not be embarrassed. Love is such a grand thing. Yeah, it can hurt, and it can also bring such unbelievable joy to one's life. I have so much to love now. For instance, my family, friends, and all of those close and dear to my heart. I had a scary experience not too long ago, however I will not get into the details of that. After my horrible awakening, I now realize that I must truly show how much I love someone. I know that I have normally just told my family that I love them, but I never really showed the fruits of that love. For that, I am sorry. After my little incident with my health, I now realize that we all must show the fruits of our love, and not just say it. Sure, it's nice to hear someone say that they love you, but what good is it if they never show you? I believe that the more love we share, our lives would be just little bit better. Not only that, we just might feel better about ourselves. It not only feels good when we receive love, but also when we give love. I wish everyone the best of love for all the lovers out there this year. For all of the single people out there, I wish you the best in finding your prince charming, or that special princess, you all long to have. As for myself, this year I vow to not only love my family more, but to also love myself more than ever. May everyone have a wonderful Valentine's Day filled with love!

COOMER COUNTRY

By Joe Coomer

"That thing, that moment when all around you becomes hazy and the only thing in focus is you and this person that you know you are supposed to kiss for the rest of your life. And for one moment you receive this wonderful gift, and you want to laugh, and you want to cry because you're so happy that you found it and so scared that it will go away."

The great beyond . . . if you have not heard through the grapevine as of yet, so it is clear to everyone I am moving to Indiana to work at the RCA Dome. It was a long road that brought me to this design. I have known quite a few of you for many

years and have only known some of you only a couple of weeks. First and foremost I can not thank Mick Hirko enough for giving me the opportunity that he has provided.

I started working at T.E.A.M. right out of high school, and my first shift was a parking shift. Through the years I met some very exciting and colorful people (Pat Kyler, Eddie Cano, Tony Lopez, Francis Chieg, Jared Rafferty, and Shawn Mule') all of you guys are very special people to me. I met some of the hardest workers in the world, people who are the very definition of the word commitment, loyalty, and pride. Again the person I can only thank is Mick. My education of events came under the reigns of Taryn Aguilera, Jeff Fischer, Dana mule', and Mick.

We have worked at some of the greatest venues in the world (America West Arena, Desert Sky, and Bank One Ballpark). My staff in Indy will all be compared to fellow employees like Richard Campbell, Jose Villa, Andy Hoffman, Chad Graham, and Doug Berube (maybe not Doug . . .) thank you to all for what you have done for me. certain memories will never be erased: fires on the lawns, losing a drop aisle, feeling the crush of a barricade, finding a lost child, doing 80 in squad car, or just meeting someone at a gate. I know I will not miss the 120 degrees during Ozzfest, but I will miss seeing my family at sign-in at the shows. When I say family, it is true, in this business it is not uncommon that you will see your co-workers more then your immediate family.

To close, at the very least it has been one heck of a run, the appreciation is endless, and I know I will see you all again. Finally thank you Mick!

DON'T WORRY BE HAPPY

By Brandon Smith

I am sure by now that all of ya'll know that the parking program is gone. I just want to assure you that, because the

program is gone that you will not be gone. There is plenty of work for all of you. We here at T.E.A.M. make sure that the people who have always taken care of us are taken care of as well.

With that in mind, I just want everyone to be "happy" this is now going to give some of you an opportunity to work different venues and events that you have never really been able to work before. For those of you under 18 we have worked it out so that there will be places for you to work at Desert Sky, and other events coming us such as the tennis tournament in north Scottsdale, as well as multiple events soon to be announced. Once again I want to reiterate that even though the parking program is gone that does not mean that in any way you are gone as well, we will do our best to keep scheduling the best that we can. Please have patience in us. I promise we won't forget you as well. I look forward to working with all of you in our new environments.

RECRUITER'S WORLD

By Laura Latham

Hi! For those of you that don't know me, I am Laura. I am currently working in the recruiting department and running all orientations. You will see me out in the field, as I will also be involved in operations.

I am glad to be a part of T.E.A.M. and please let me know if I can do anything to help you.

BEATTIE TID BITS

By Scott Beattie

Farewell to all those who are leaving T.E.A.M., your presence will be deeply missed. Welcome to our new and extremely qualified T.E.A.M. members! I think its human nature to resist change. But when you crave to the temptation of resistance take the time to think about the pros and cons of the situation. You might find that pro usually outweigh the cons.

There is a saying that goes, " If you keep doing the same thing you are doing you will get the same result. In order to grow as individuals, we must continue to think outside the box and stop resisting change.

Listed below are some great quotes that I would like to share with everyone:

"What is the good of friendship if one cannot say exactly what one means? Anybody can say charming things and try to please and flatter, but a true friend always says unpleasant things, and does not mind giving pain." - Oscar Wilde

"When people show you who they are, believe them." -Maya Angelou

"The key is Keep Company only with people who uplift you, whose presence calls forth your best." -Epictetus

"Don't be afraid to look at your faults." - Yoruba proverb

"Take a day to heal from the lies you've told yourself and the ones that have been told to you." - Maya Angelou

" Successful people succeed because they learn from their failures." - Bettina Flores

"It takes a deep commitment to change and an even deeper commitment to grow."-Ralph Ellison

"You cannot fix what you will not face." -James Baldwin

"As long as you can find someone else to blame for anything you are doing, you cannot be held accountable or responsible for your growth or the lack of it." - Sun Bear

"A strong man masters others. A truly wise man masters himself." - The Wisdom of the Taoists

"Life has two rules: number 1, never quit!; number 2, always remember rule number 1."-Duke Ellington

"No one can give you wisdom. You must discover it for yourself, on the journey through life, which no one can take for you."-Sun Bear

" I am thankful for the adversities which have crossed my path and taught me tolerance, perseverance, self-control and some other virtues I might have know."- Anonymous

MISS DAISY'S ADVICE COLUMN

Dear Miss Daisy: I work with a co-worker who insist on calling me by a name that isn't mine. I have corrected him several times but to no avail he still insist on calling me a name that isn't even close to mine. What should I do?

-My name isn't Susan

Dear My name isn't Susan: First make sure your co-worker isn't on any medication that you aren't aware of. If he isn't then tell him to \$#!*# off. Make sure you smile when you tell him that. In addition, make sure your boss isn't around. After all a lady never uses profanity outside of the boudoir.

Dear Miss Daisy: I've noticed that a lot of my co-workers get to make their own work schedules and they getting promoted faster than I am. I don't understand how they do it. I always tell the head bosses about anyone who doesn't follow the employee hand book. Furthermore, I've only gossip during my smoke breaks and only about those people who aren't there. I make sure that I call the office at least twice a day and to catch my supervisors up on all the latest news. I want to get promoted and as you can see I am very extraverted. Please help me. By the way I saw you at the locale Starbucks hugging a man who didn't look like your boyfriend. Don't worry your secret is safe with me.

-Guess who in Tempe

Dear Guess Who: My advice to you is to mind your own business and stop whining. In addition, you need to concentrate on your on business. Because when your busy with your own affairs you don't have time to worry about anyone else's. P.S. I have your address and know where you live. So remember Miss Daisy wishes everyone Love and Happiness and she has a black belt in all the martial arts.

Write to Miss Daisy at 2121 S. Priest Drive, Suite 111, Tempe, AZ 85282

PADRE CASIAS COMEDY CORNER

By the Ghost writer

Scottie spends a week with the manager she is replacing. On the last day the departing manager tells her, "I have left three numbered envelopes in the desk drawer. Open an envelope if you encounter a crisis you can't solve."

Three months down the track there is a major drama, everything goes wrong - the usual stuff - and the manager feels very threatened by it all. She remembers the parting words of her predecessor and opens the first envelope. The message inside says "Blame your predecessor!" She does this and gets off the hook.

About half a year later, the company is experiencing a dip in work, combined with serious employee problems. The manager quickly opens the second envelope. The message read, "Reorganize!" This she does, and the company quickly rebounds.

Three months later, at her next crisis, she opens the third envelope. The message inside says "Prepare three envelopes".

INSPIRATIONAL STORIES

By the Payson Hermit via e-mail

The Lesson:

One day, an expert in time management was speaking to a group of business students and, to drive home a point, used an illustration those students will never forget. As he stood in front of the group of high powered overachiever he said,

"Okay, time for a quiz."

Then he pulled out a one-gallon, wide-mouthed Mason jar and set it on the table in front of him. Then he produced about a dozen fist-sized rocks and carefully placed them, one at a time, into the jar.

When the jar was filled to the top and no more rocks would fit inside, he asked, "Is this jar full?"

Everyone in the class said, "Yes."

Then he said, "Really?"

He reached under the table and pulled out a bucket of gravel. Then he dumped some gravel in and shook the jar causing pieces of gravel to work themselves down into the space between the big rocks.

Then he asked the group once more, "Is the Jar full?"

By the time the class was on to him. "Probably not," one of them answered.

"Good" he replied. He reached under the table and brought out a bucket of sand. He started dumping the sand in the jar and it went into all of the spaces left between the rocks and the gravel.

Once more he asked the question, "Is this jar full?"

"No," the class shouted.

Once again he said, "Good." Then he grabbed a pitcher of water and begun to pour it in until the jar was filled to the brim.

Then he looked at the class and asked, "What is the point of this illustration?"

One eager beaver raised his hand and said, "The point is, no matter how full your schedule is, if you try really hard you can always fit some more things in it."

"No," the speaker replied, "that's not the point. The truth this illustration teaches us is: If you don't put the big rocks in first, you'll never get them in at all. What are the big rocks' in your life"? Your children; Your loved ones; Your education; Your dreams; A worthy cause; Teaching or mentoring others; Doing things that you love; Time for yourself; Your health; Your significant other. Remember to put these BIG ROCKS in first or you'll never fill your life with little things you worry about that don't really matter, and you'll never have the real quality time you need to spend on the big, important stuff (the big rocks). "So, tonight, or in the morning, when you are reflecting on this short story, ask yourself this question: What are the 'big rocks' in my life?"

ANDY'S WATCHTOWER

By Andy LaFave

Hey Teamsters! How is everything going out in T.E.A.M. land? Throughout the past month I have been thinking about a couple things that I would like to share with all of you. First of all I would like to thank all of you who worked New Years Eve. The night ran smooth and all of you did a great job. We could not have done it without everyone's dedication and help. You guys rock.

I know that the past month has not been that busy, but believe me it will pick before you know it. Concert season is just around the corner, and who knows what great acts will be coming to the valley. Personally, I have enjoyed the rest and the ability to recoup that this concert break has given me. But I am ready to go back into it full stride. Don't get me wrong though, I don't miss the long, hot days or the way that my feet hurt after a shift. I would have to be crazy!!! There are some things that I do miss about the concert season. I miss the interaction with the crowd and talking to the patrons. It is a great feeling seeing the first five rows in front of the barricade doing what they can to help me out, all because I took the time to talk to them and for that brief time got them on my side.

I miss being a part of something special. You might wonder what I mean by special. Think about it. What other event brings thousands of strangers together and has them combine into one power. It is pretty amazing to look out over a crowd and see all those people there participating for one cause...to have fun. Granted there are those out there who's idea of fun differs from others, but that is where we come into play. I most of all miss the comradeship amongst all the T.E.A.M. employees when a concert comes to town. It is great seeing a couple hundred T.E.A.M. employees come together and, just like the patrons, strive for one common goal.

Our goal is to provide a safe concert environment and to do it in the most efficient way we can. I must say that when it comes show time we get the job done. Remember to schedule for our

upcoming shows. The events calendar will keep you all updated.

I would like to bring up one more topic in my article, and that is canceling for shifts. Please, please, please, do not call mine or Larry's voice mails to cancel for your shifts. You need to call the scheduling pager and leave your number where we can call you back. The message on my voicemail even tells you to call the pager. Trust me, I'm not lying to you. If you call my voicemail and leave a message saying that you are canceling then you will be written up as a no call no show. That is how important it is to us.

Well that is it for me for this month. Remember that if anyone has any questions please feel free to give me a call or stop by the office. Be safe out there and most importantly have fun. Until next time....Later.

DOC SAYS: KEEP A STRAIGHT BACK!

By Dr. Lynn Genet and Dr. Vince Amoia

We're excited about contributing to *T.E.A.M. CENTS*. Believe it or not, we'd rather not see you come into our office in pain but rather come in on a preventative basis. It's like changing the oil in your car or rotating your tires, you don't have to but in the long run it will help you perform better and with less pain.

Every month we're going to contribute an article to help educate you in some of the basic things you can do to survive those long days whether it's sitting at your computer or standing at the barricade. Some of the things we'll touch base on is stretching, fluid intake, diet, exercise, supplements and acupuncture. If you have specific issues you would like us to address, let Billy know and he'll pass it on to us.

One of the most important things you can do to stay healthy is drink plenty of water. Gatorade is fine to replenish your electrolytes, but good old-fashioned H₂O is still the best thing for you and plenty of it. You may need to request a few more breaks during a shift, but the walk will do you good as well. We'll cover more about fluids in another article.

Here are some tips on how to survive those long 4-6 hour standing posts. Remember these simple tips to take stress off your back and legs: When standing for one or more hours, stand with one foot up on a step or a stool. Keeping one knee bent helps avoid strain and increased stress in the lower back. Change feet on the step at least every 30 minutes. Stand with good posture, keeping your head held high, chin tucked in, pelvis forward, toes straight ahead and feet shoulder width apart. Most importantly, wear comfortable shoes with a good arch support and thick socks (black or white of course!).

A few stretches and strain relievers while standing those long posts are:

- 1) assume a squatting position using a chair or bar for stability, holding the position for 2-5 minutes is enough to help.
- 2) Bend at the waist toward the floor with knees slightly bent to stretch your hamstrings for 12-15 second holds. (don't forget to keep your eye on the crowd!).
- 3) Pull one knee at a time (don't try both!) toward your chest and hold for 12-15 seconds, release and follow with the opposite leg.

We hope these help. Good luck out there. Stay healthy and safe and remember come see us while your problem is small so it doesn't turn into something bigger. Dr. Lynn and Dr. Vince, American Chiropractic.

HE'S BACK

By Mike Tabaka

I am back. While most of you do not know me from Adam, my evil twin brother, I have been associated with T.E.A.M. for many years. In fact I was the scheduler over 4 years ago. While that position was a lot of fun, I had to make the decision to move on. Although I tried to leave, I have had the privilege of returning for special assignments and events over the last few years. While I have seen many people come and go from the T.E.A.M. organization, one thing always seem to stay consistent, I believe that the management and staff are very professional and hard working.

I hope to bring some fresh ideas and energy to T.E.A.M. I would also like to hear any ideas or suggestions that you might have. Please feel free to stop by my

office anytime. I look forward to meeting and working with each and every one of you

THE ROYAL REVUE

By Billy Royal

“Gossip is news running ahead of itself in a red satin dress.” --Liz Smith

We all fall victim to the gossip trap. We hear things and pass it on, even though we promised not to tell any body, perhaps accurately, or perhaps just a little off. The person we told not to tell any one couldn't possibly hold it back, “just don't tell any one” they tell the next person, perhaps accurately or perhaps just a little off. Have you ever played the telephone game? As an exercise during one of our managers meetings we all lined up end to end (I know, not a pretty visual!) and started with a phrase and ended up with something like monkey brains. No one remembers what it started out as but it wasn't monkey brains!

So where am I going with all this? Simple, remember no matter what you hear, and who you hear it from, before you jump to any conclusions, you need to do your research, swim up the gossip river to the origin. There, hopefully, you'll find what monkey brains started out as. We're still losing sleep trying to remember.

We're gearing up for another season. We need your help everyday. You're our eyes and ears. If you see things that aren't right or need our attention, we can't be all places at all times, let us know.

Also, be sure to read “Doc Says!” Dr. Lyn and Dr. Vincent from American Chiropractic have been kind enough to grace us with their knowledge and information that can make us survive those long and tough shifts easier and improve our general health. Don't forget the deal they've given us for you and your immediate family. A \$25 co-pay per visit for everything. Ask half our management staff, we're thinking of holding our weekly meetings at their office!

Thanks again folks. Be careful out there and remember, every day a holiday!

MICK'S MEMO

By Mick Hirko

I think it is safe to say that in the past month, more has happened than normally happens in a year. But that's show business for you! It has been a month of transitions. Allow me first wish farewell and good luck to a few people that over the past years have not only been a very important part of this organization, but that also have become personal friends of mine. I do not use the term “friend” lightly, and feel that as you go through life, you only meet a few people, who you can truly consider a friend. As such, it is not a “good-bye”, rather a “until we meet again”, both professionally and personally. First, Joe Coomer, who has been offered the Assistant Director of Security at the RCA Dome in Indianapolis. Joe has been with us for over 4 years, and has moved up through the ranks, from the bottom up, to our Director of Operations and head of the scheduling Department. Joe has been an invaluable source of inspiration for others, a role model, and a relentless leader, bringing excellent planning and execution skills to our largest and smallest events. On a day to day basis, his communications skills, his calm, deliberate and forward thinking methods have been a large contribution to bringing us to where we are today. On the other hand, his departure will add many years to my life, as it seemed to be Joe's true mission in life to make my life miserable, and to cause me many near cardiac situations. Our canine division will suffer immensely, and might not survive his absence. Joe, you have been the reason for my hair loss, a nervous breakdown during the 1999/2000 Block Party, and many a moment that blurred my mind with homicidal desires, but you have also brought this organization to a new height of professionalism, pride and accomplishment. I thank you for 4 great years, and am secure in the knowledge that you are going to have the same impact of your new colleagues that you had on me - In other words, it will only be a few months before they send you back to us, postage due! I know our paths will cross soon again, and we will be able to accomplish more great things, and until then, don't worry - I am saving your

bullet! The only sadness I feel, is that someone who I do consider a friend, and I think we both knew we considered as such,

and thus never had to tell, is moving away. Friendship crosses all geographic barriers, so that will not be lost. Good luck, and see you soon again.

This is not easy for me, and is made easier that it is not a complete departure. Chris Casias, who has been with us nearly since the beginning of T.E.A.M., is taking an indefinite sabbatical. Over the years, Chris has become an invaluable member of this organization, whose quiet, efficient and professional hard work is forevermore the core of who we have become and will be into the future. Every aspect of this business has been touched by Chris, and over the years, Chris has worn many hats, often at the same time. At one point, Chris had seven different job descriptions. Even though Chris is a very quiet person, to the point of unnerving many people, he is honestly the funniest person I have ever had the privilege of knowing. It is hard to believe that he was a Marine, as every Marine I have ever met are extremely loud and obnoxious.

In the past several years, Chris has had to endure just about every type of personal tragedy that one can imagine, and never did it get him down or did he stop having a positive attitude. Chris has a strength inside him, that I have never seen, and often, when petty things would bother me, his strength was an inspiration to me, and put things into perspective for me again. Chris quietly and efficiently “took care of business” and rarely missed a stride, with an overwhelming amount of responsibilities and mountains of paperwork. I can honestly say that we would not be where we are today, if it hadn't been for his determination, hard work and personal commitment to excellence.

Chris is not an easy person to get to know, and I am probably making him very uncomfortable by writing about him, as he is also very humble, but I cannot thank him enough for his many years of hard work, sarcastic and biting sense of humor, dedication and loyalty. It is often easy to take someone for

granted because they don't brag about how hard they work, all that they have

done, or complain about how overworked they are. I often defended Chris to others, who asked what he does, for exactly these reasons, because he never brags or complains. I don't think that most of us will understand this completely, until Chris isn't there to take care of things. I never had to ask Chris to do something or follow up with him. He always instinctively knew what needed to be done, and was one or two steps ahead of me.

His dedication to this company goes far beyond a sense of job satisfaction, and can only be based on a personal sense of belonging and love for T.E.A.M.. As such, I will forever be indebted to Chris, and there will always be a place in my heart, my life and in this company for him. Chris, you are a hard person to get to know, but you have touched my life in many ways, and have made not only me a better person, but have also made this company into something great. We would not have been able to do it without you. Take care of yourself, and hurry back!

Finally, I wish farewell to Zach Mc Fall, whose youthful enthusiasm and desire to learn and improve himself is now leading him down another path. I can honestly say that there is many a parker who is shedding endless tears now and the program will never be the same. On a serious note, I would like to thank Zach for filling into so many different roles, and helping out in so many ways, always willing to help, and to do whatever it takes to get the job done. We will probably never be able to read one of his IR's, nor will we ever try to imitate his theories of employee retention, but he was always a good sport, and willing to go to whatever ends to get the job done. May you go on to bigger and better things.

I would like to welcome the newest members, and to some degree returning members to our T.E.A.M.. First, Laura Latham, who joined us in December, initially as a recruiter. Laura recently left the Tempe Police Department, where she had been an officer for the past nearly six years. Their loss is our gain, and Laura has already taken over some of Jose

Villa's responsibilities in Quality Control and special alcohol projects. Jose is moving to a part time status, and in the coming months, Laura will become more

involved in the operational aspects of our work, and with her specialized background, expect to see her influence in our training, as well. Please welcome her, and support her in any way you can. She has taken on a lot of responsibilities, and is still trying to get to know everybody, and how we operate.

Next, I would like to welcome Larry Hankins on board. Larry and I have been friends for many years. Larry was the operations manager for the Mill Avenue Merchants Association for many years, and handled everything from planning layout, hiring, scheduling and deployment of personnel, to vendor relations, mechanical and technical setup, to tear down and wrap up. In other words, he was involved in every facet of the largest arts and crafts festival in the State. Larry has taken over Scottie's responsibilities in the scheduling department, which is now run by Andy LaFave. Expect to see Larry getting heavily involved in the planning and operational aspects of T.E.A.M., as well.

Scottie, who is splitting her time between us, and as acting special emissary for the Ethiopian Embassy, will be taking over as Human Resource Manager, EEOC officer, other duties as assigned coordinator and editor of our newsletter, to mention only a few of her new responsibilities.

Stephanie Burdick, who many of you know as the calm and extremely competent dispatcher for most of our major events, has accepted the position of accounting manager, responsible for invoicing and payroll, as well as most other facets of our accounting. I am convinced that many errors of late with invoicing and payroll now will be a thing of the past. Steph will also continue to dispatch most of our major concerts, Mill Avenue events, and other special events, and help us develop more accurate and streamlined accounting procedures. Don't worry, she will still be more than happy to tell you where to go...

Last, but not least, I would like to welcome Mike Tabaka back, who will be

running our operations department. A few of you may remember his days of Purgatory, when Mike worked full time with us a few years ago. Fortunately, due to a few indiscrete moments on his part, spurred on by way too much alcohol, I was able to take a few photographs, that keep bringing Mike

back to us. Mike Tabaka was the special event and volunteer coordinator for the Super Bowl Host Committee when it was her in Arizona, responsible for literally hundreds of ancillary events and thousands of personnel. and then moved on as transportation coordinator for the Olympic Host Committee in Atlanta, in charge of the transportation of all athletes, staff and guests. Mike has had some incredibly prestigious and important roles in some of the largest events on this planet, and as he keeps reminding me, is immensely overqualified for this job. Sorry Mike, we are not letting you leave. Mike will bring a distinctly different style to many of our events, and will continue our commitment to being the best.

With all these changes, you will also see several new clients and events, as well as some new (and revisited) facilities. As you know, we have several shows coming up at the America West Arena, Desert Sky's season starts in a month, as well as the Fry's Fiesta at Bank One Ballpark, the Franklin Templeton Tennis Tournament at the Scottsdale Princess, and a whole bunch of other new events. Keep checking our web page at www.teamsecurity.net for updates on upcoming events, or keep reading *T.E.A.M. CENTS*. We will also hopefully soon be returning to another venue that we have not worked at for over a year, which hosts some of Phoenix's largest events. Unfortunately, I cannot tell you much more right now, until we have finalized an agreement.

I am extremely excited by the new and wonderful things that are happening, and hope you all share in our enthusiasm for a new and exciting 2001, as well as taking advantage of new opportunities. Remember, there is always a place for hard working and determined T.E.A.M. Employees, who are interested in moving up.

Finally, I would like to offer an extremely apologetic retraction to the "Best of" year end edition of *T.E.A.M. CENTS*. Somehow, an extremely valued and admired client, Mr. Brandon Sirochman, the General Manager of

Desert Sky Pavilion, was falsely accused of being responsible for an extremely unfortunate and purely accidental injury to a young Shih-Tzu. This purely fictitious and untrue editorialization of events and false accusations was brought to my attention during our contract renegotiations. I am fully committed to finding the guilty party, responsible for such libelous accusations towards such a kind humanitarian as Mr. Sirochman. I vow to properly deal with the guilty party or parties that brought such great injustice towards such a revered member of our industry, and ask for forgiveness, for any harm or pain brought on by our inconsiderate actions. My sincerest apologies in behalf of the entire *T.E.A.M. CENTS* staff and contributing members. The award for employee most likely to abuse an animal was supposed to go to Mikel Sikora, and I would like to thus congratulate him on this award.

For the rest of you, that we have not offended, I ask you to keep the Peace, and stay safe. See you at the events.

JOB OPENING

Currently we have a position open in the downtown Tempe area.

The position is working alongside the Tempe Fire Dept. Pay ranges from \$10-\$12 per hour. Monday through Friday, 1000-1700.

This is a full-time position with health and mental insurance. Depending on experience.

Duties include checking fire hydrants an hour before each fire.

To apply contact our recruiter, Laura Latham at 480.829.6066.

CHRIS · FINAL THOUGHT

PART I

By Chris Casias

“I shall never make a new friend in my life, though perhaps a few after I die.”-

Oscar Wilde

This past week I lost a close friend of mine. He had been sick for the past few months. In the weeks prior to his demise he was in the hospital until we made the decision to have him spend the remainder of his days at home.

Jason was an only child, his “friends” abandoned him months before. I was always there for him, after all, what are friends for? I found myself asking this question many sleepless nights I spent by his side. Other than his parents and one other friend, I was the only friend that visited him.

In his younger days he was very popular and had many friends. When he started showing signs of his illness, that is when his “friends” stopped calling. Stopped hanging out with him, and wanted nothing to do with him. This made me think of *my* friends. Do I really know my friends? Will they always support me or always be there for me?

In the past few years I’ve had good friends, I’ve had best friends, and I’ve had just friends. I’ve had friends that just call when they need something. And I’ve had friends that call to see if I need anything. I’ve had friends that never call to see how I’m doing. And I’ve had friends that call me everyday to ask how my day went. I have my good friends. And I have my close friends. In the end, I will know who my true friends are.

I’ve always thought of myself as being a good friend. I’ve always tried to be there for someone when they need something. Whether it be a favor, help, money, support, or just someone to hang out with and talk. Eventually, I, like my friend Jason, will also know who my they are. Unfortunately, I can already foresee who those will be.

As I prepare to leave T.E.A.M., my friends, my family and those close friends, in the next few weeks, it is now that people tell me what they really think about me or how much they care about me. It just makes it harder for me to leave, but I have to move on.

As I prepare to say good-bye to those close to me, I must also prepare to meet new people. Not to say I will forget those that I leave behind, but it’s a new transition in my life. It’s never easy to say good-bye, so don’t be offended if I don’t.

In the last few weeks that Jason left, he wrote me a note. In it he expressed how much it meant to him to always be by his side, when no one else was around. He also wrote some quotes that I will eventually use in the eulogy. With this, I would like to wish all my co-workers, my friends and the company the best and ask for everyone to be patient with the changes that happen in one’s life. Things change from day to day, one day you can be happy, the next day mad and the next day sad. With a good friend, you’ll never know the difference.

Light one candle for the strength that we need, to never become our own foe.

Light one candle for those who are suffering, pain we learned so long ago.

Light one candle for all we believe in, that anger not tear us apart.

And light one candle to find us together, with peace as the song in our hearts!

Don't let the light go out! Its lasted for so many years.

Don't let the light go out! Let it shine through our love and our tears.

Good luck this month and look for love on the fourteenth. After all the secrets to life are- be happy, try not to hurt anybody and hope you fall in love. Take care and see you next month!