

# J.E.A.M. CENTS

volume VI Issue No. 6

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July 1-31, 2001

## JULY EVENTS CALENDAR

7/9: Payday in 111. 4p-6p  
7/14: Advance training classes in 111.  
1p-6p  
7/14: Downtown Cooldown on Mill Ave  
7/17: U-Fest II @ AWA  
7/21: U-Fest III @ DSP  
7/23: Payday in 111. 4p-6p  
7/24: Greenday @ Mesa Amp.

## T.E.A.M. BIRTHDAYS

Tricia Acuna	7/2
Michelle Hahn	7/2
Chris Crow	7/3
Bridget Nelson	7/4
Douglas McGehee	7/5
James Brosius	7/5
Mathew Gooding	7/5
Kevin Chopito	7/7
Carole Segatti	7/11
Charlie Ford	7/11
Nick Firth	7/12
Lucas Dahlman	7/14
Brian Heston	7/15
Doug Dubay	7/15
Bill Selby	7/16
Peter Gooding	7/18
Brandy Merila	7/18
Chad Graham	7/18
Alan Wada	7/19
Damion Durtam	7/19
Kent Lierman	7/20
Teresita Daniels	7/20
Butch Maloney	7/20
Bryan Smith	7/22
Robert Medalen	7/23
Mark Gordon	7/24
Kathryn Wells	7/24
Richard Lamoreaux	7/26
Samnang Neth	7/27

Armando Saenz	7/28
Michael Homer	7/28
Ramy Abdin	7/28
Erin Peptrillo	7/29
Bret Brovard	7/30
Mike Harley	7/31
Dylan Seaman	7/31

## T.E.A.M. ANNIVERSARIES

### One Year:

Jeff Vail	7/12
Alan Wada	7/12
Brandi Davis	7/15
Terry Pickering	7/15
Kevin Cavanaugh	7/19
Ricky Christensen	7/19

### Three Years:

Gabe Rendon	7/1
Ann Kessler	7/29

### Four Years:

Shawn Mule	7/10
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## JULY: A CELEBRATION OF OUR FREEDOM

By Chris Casias

Hope everyone had a great Fourth of July. Have you ever wondered what happened to the 56 men who signed the Declaration of Independence?

Five signers were captured by the British as traitors, and tortured before they died. Twelve had their homes ransacked and burned. Two lost their sons serving in the Revolutionary Army, another had two sons captured. Nine of the 56 fought and died from wounds or hardships of the Revolutionary War. They

signed and they pledged their lives, their fortunes, and their sacred honor.

What kind of men were they? Twenty-four were lawyers and jurists. Eleven were merchants, nine were farmers and large plantation owners; men of means, well educated. But they signed the Declaration of Independence knowing full well that the penalty would be death if they were captured.

Carter Braxton of Virginia, a wealthy planter and trader, saw his ships swept from the seas by the British Navy. He sold his home and properties to pay his debts, and died in rags. Thomas McKeam was so hounded by the British that he was forced to move his family almost constantly. He served in the Congress without pay, and his family was kept in hiding. His possessions were taken from him, and poverty was his reward. Vandals or soldiers looted the properties of Dillery, Hall, Clymer, Walton, Gwinnett, Heyward, Rutledge, and Middleton.

At the battle of Yorktown, Thomas Nelson, Jr., noted that the British General Cornwallis had taken over the Nelson home for his headquarters. He quietly urged General George Washington to open fire. The home was destroyed, and Nelson died bankrupt. Francis Lewis had his home and properties destroyed. The enemy jailed his wife, and she died within a few months. John Hart was driven from his wife's bedside as she was dying. Their 13 children fled for their lives. His fields and his gristmill were laid to waste. For more than a year he lived in forests and caves, returning home to find his wife dead and his children vanished. A few weeks later he died from exhaustion and a broken heart. Norris and Livingston suffered similar fates.

Such were the stories and sacrifices of the American Revolution. These were not wild eyed, rabble-rousing ruffians. They were soft-spoken men of means and education. They had security, but they valued liberty more. Standing tall, straight, and unwavering, they pledged: "For the support of this declaration, with firm reliance on the protection of the divine providence, we mutually pledge to each other, our lives, our fortunes, and our sacred honor." They gave you and me a free and independent America. The history books never told you a lot of what happened in the Revolutionary War. We didn't just fight the British. We were British subjects at that time and we fought our own government!

Some of us take these liberties so much for granted... We shouldn't. So, take a couple of minutes while enjoying your 4th of July holiday and silently thank these patriots. It's not much to ask for the price they paid . . . LET'S ALL REMEMBER THAT FREEDOM IS "NEVER FREE"!!!!

### WATZ UP DOC?

Dr. Lynn & Dr. Vince  
American Chiropractic

Acupuncture? You're kidding right? What's it all about Doc? Acupuncture is a form of treatment where needles are inserted into the skin to encourage healing and to improve functioning. Acupuncture is also associated with pain control. Not only is it effective as treatment by itself but very positive results are achieved by using it in conjunction with chiropractic manipulation. There are certain points throughout the body that are needled in order to stimulate the nervous system to release chemicals in the muscles, spinal cord and the brain. These chemicals change the experience of pain and stimulate the body's natural healing abilities.

At American Chiropractic we use acupuncture for the treatment of conditions such as: headaches, Bell's palsy, neck pain, rib neuritis, frozen shoulder, tennis elbow, tendinitis, low back pain, sciatica, and osteoarthritis. Acupuncture is particularly useful in resolving physical problems related to tension and stress.

The worst part of acupuncture is fear. The needles used for acupuncture are very thin and solid and are made of stainless steel. The point is smooth (not jagged like a hypodermic needle) and is inserted through the skin and is not nearly as painful

as an injection or blood draws. Different people experience acupuncture needling differently. Most patients feel only a minimum of discomfort or perhaps some slight pain as the needles are inserted, and some feel no pain at all. It also depends where specifically you're having the treatments done. Once the needles are in place, there is no pain felt and an almost meditative feeling can be achieved.

To find out more information call us at 480-946-3399. To find out what it's like, ask Billy Royal at 111, he's had it done.

As always, good luck, good eating and good health.

### ACCOUNTING ROCKS!

By Steph Burdick

Hey Everybody! I hope you guys are all doing good. I just have a few things to say this month.

First, if we mail your check and it is returned to us, I will be charging a return fee of \$1.00 and you will need to come in and pick up the check. To make sure this doesn't happen to you, make sure we have your current address on file. If you have your paycheck mailed, you need to be aware of a stop payment fee of \$26 if that paycheck is lost and another needs to be issued in its place.

Also, I will not take any phone calls regarding paychecks or pay unless you have filled out a payroll protest. We have policies and procedures in place and we need to make sure that everyone is following them. Along the same lines, I will not talk to you about another employee's pay, paycheck or pay problems. It is up to each employee to handle their own pay issues. I don't mean to sound harsh, or like I don't care, it's just that we need to follow the proper procedures.

That's about it for me. Except for a big thanks to everyone. I've been watching you guys at the shows and everyone is doing a great job! Keep it up and I will see all of you out in the field!

### SIKORA SAYS...

By Mikel Sikora

June has passed and it was extremely hot. With hot temperatures come hot tempers and heat exhaustion.

There are ways of preventing both. Some ways of preventing heat exhaustion are to drink plenty of WATER and get plenty of rest before your shift. At some of the shows we encounter people that have become sick from the heat. If you ask

them what they have had to eat or drink they usually say that they have not eaten much and have drunk only soda and/or beer. That is why I say to drink WATER.

Now for the way to prevent and/or handle situations that are related to hot tempers. The best way for you to prevent this is to get plenty of rest and don't take things too personal. If you feel that you are becoming short with people just take a step back, relax and collect your wits. If you have to deal with a person that appears to be being hot tempered you should remain calm and listen to what that person has to say. After that person finishes what he/she has to say calmly and politely try to resolve what is making him/her become hot tempered. If you show this person that you care about what he/she is going through he/she will become calmer and more understanding as to what you are trying and/or doing to help him/her. Enough of that.

I know that I continue to say thank you to those of you that have done an outstanding job for us lately but I wish to say it again. Thank you.

We have a lot of fun and interesting events coming up and I want everyone to have the opportunity to be a part of these things so continue to call Andy and Larry and ask them what is coming up. I know that some of the things we do are not very exciting but those of you that do those things are more likely going to be able to do the fun stuff when they arise. It goes back to the old adage of "What have you done for me lately?" It may sound selfish but it is very true and is a part of life.

That is about all I have to say for now. Until next time be safe and have fun.

### RECRUITER'S REQUIEM

By Larry D. Hankins

Welcome to the 21<sup>st</sup> century. You have just entered a time in history where e-mails, going on line or searching the web is common place to most of us. If you have not done so already, please check out the web site of the hottest security company in the state of Arizona in my opinion. If you work for T.E.A.M., then go directly to this web address. [www.teamsecurity.net](http://www.teamsecurity.net). Or if you are thinking about working for T.E.A.M., you can fill out an employment application right there on line. It is nice to have the ability to apply on line, or just have the ability to receive updated information

about the company you work for.

If you work for team and have a friend or someone who you feel would enjoy working for us, boy, do I have something for you. Do I have your attention yet! How about this, having the ability to earn a bonus of **\$25.00** for each applicant hired and complete **100 hours**. And get this, there is no limit on the number of referrals. How is that for being a part of the 21<sup>st</sup> century. The age of the INTERNET can play a very important part of all our lives, let's use it to increase the cash flow in our pockets.

If you are currently working for the team family and do not have a your DPS license please e-mail me at larry@teamsecurity.net and I will be more than happy to tell you how you can obtain all of the information needed. I would also like to take this time to let you know that if you are employed at a staff rate. By getting your DPS license your hourly rate can increase by as much as \$1.00. Now that's not bad. Here is something else you might want to know, when you accept a permanent schedule (minimum of 8 hours a week) you will be given a raise. Please note that when you give up your permanent schedule your rate will be decreased by \$.50.

Need I remind you how important it is to support the T.E.A.M. web site. By telling all of your friends and family as well as all of your co-workers you will become that part of the 21<sup>st</sup> century. You will have another way of getting direct information, a way to ask question and a way to increase the cash in your pocket. Let us look at all of you who have been with team for just a little while. At the completion of working 200 hours and completion of your Advanced Training, you can then schedule for a performance evaluation. Once the primary evaluation is done you are now eligible to be evaluated every 200 hours that you work. Here is something else you can find out about by just e-mailing me with your questions. When you complete 600 hours you can be reimbursed for the cost of your security license. You must be currently licensed and your license must have been obtained after your time of hire.

As the 21<sup>st</sup> century moves on and as we get more in the practice of using the tools that our web site can and will provide, let us all be reminded that this is just a tool. A way to help us communicate with each other and the world.

### ANDY'S WATCHTOWER

By Andy LaFave

Hey Teamsters! How is everything going out there in T.E.A.M. land? In this months article my focus is purely going to be on scheduling.

There are a couple different things that I would like to throw out on the table before we get into our busy times. First of all I need everybody, no matter who you are, to call and schedule each Monday starting at 1000. If a scheduler is busy please leave your name and a number where we can reach you. Please be patient when waiting for a call back. Sometimes we get a little side tracked on Mondays and it is hard for us to get to everybody right away.

Secondly, please only call the scheduling pager if you have an emergency or if you are canceling for a shift. The pager is not to be used as a personal line to the schedulers. Understand that we are on call 24 hours a day and we don't like it when the pager goes off. So please stop calling the scheduling pager to schedule.

Third of all, if you call off for your shift and a scheduler returns your call, please don't use the number that may pop up on your caller ID to call the schedulers.

Sometimes those are our personal numbers and we are not going to be there whenever you want to call us. I don't feel that I should have to block my number every time I contact an employee. Please have enough respect to **not** contact me at home or on my cell.

Last but not least please understand that we are coming into a very busy time.

When you schedule for your shifts it is imperative that you show up and not call off.

Until next time be safe out there and most importantly have fun.

### THE ROYAL REVUE

By Billy Royal

"All animals, except man, know that the principal business of life is to enjoy it."

--Samuel Butler

Let's talk about organization. Without it our lives are a constant, frustrating mess. With it, our lives seem to flow effortlessly. The way I look at it, the more organized you are the more free time you can plan for. If you streamline your life,

and remove the various clutter, whether it's for business or pleasure, you're going to be happier and more relaxed.

Have you ever been late for work because you couldn't find your keys and felt the frustration build up while you know you're just getting later and later? Have you ever had your cable shut off because you forgot the due date for your bill? Have you ever missed an important meeting because you forgot to write it down? Have you ever lost a sticky note with an important phone number (personal or business!)? Chances are you may have answered yes to more than one of these questions. The busier you are and the more you need to remember in the course of your day, the better chance you have of forgetting something. Organization is nothing more than keeping those bits of information that you need access to, assessable. Seems pretty simple right?

We have day planners, calendars, palm pilots, computer programs and still we forget to pick up the kids! Organization is not an organizer or a piece of equipment. It's an attitude, a way of life. At the next show, watch a road crew unload a truck and set up a stage, talk about organization. Every cart, support, nut and bolt is labeled and has a specific home, going in and out. Everyone has a specific duty and responsibility. It's almost a ballet, well except their outfits!

If you watch TV at all, you'll see on shows like Oprah, those life coaches that give you all kind of advise. The most consistent suggestions they give is to simplify and clear the clutter. Organize and clean you desk, closets, garage, filing cabinets and the trunk of your car, and find a home for everything. It may be a while before you can find things, but at least it will always be in the same place and you can get to it. The other suggestion they have is to throw away all your lists, post it notes and memos and work off one planner or set off notes. Every phone number, appointment or set of directions are all in one place. You can find numerous tapes and videos from speakers and experts at the bookstore or library. A small investment of time could benefit you greatly in a happier, more productive life. I'd loan you mine, but I can't find them!

Good luck and remember, every dayz a holiday! br

## MICK'S MEMO

By Mick Hirko

I recently had the dubious pleasure of dealing with one of our vendors. It is a company that I had dealt with several times over the last 15 years, and dropped them repeatedly because of their horrible customer relations skills. For the sake of this writing, let's call them Un-American Excess. They issue something similar to credit cards. We had problems from the time we opened the account with them. The problems went on for about a year, and every time I would talk with them, their customer anything-but-service representatives were rude and condescending. I finally, on the last round, I asked to speak to a supervisor. After spending about 10 minutes explaining my whole story (for about the sixth time up to that point), he pretty much flat out said I was lying, and that he was not going to do anything. I immediately told him that I wanted to close the account, which he could or would not do. So, after several more customer dissatisfaction members, I was finally able to close the account. Promptly, two days later, I get a call from a very nice lady at Un-American Excess. She asked if there was anything that could convince me to open the account again, and that my experience was an exception, and that she would pass my concerns along. I responded to her, that I did not mean to be offensive to her, but that I had been told that every time before, and I was stupid enough to fall for them again. She asked again, if there would be any way, that I might reconsider. My response, edited for the sake of the more sensitive readers was: "I would rather eat an entire plate of glass shards, followed by sticking my \*\*\* in a pool of gasoline, and lighting it on fire, before doing business with your company again."

I'm generally pretty understanding about customer service problems, and try not to judge a company by an individual, but after the amount of unpleasant experiences I had, I believed it was the corporate climate. I actually personally know two guys that work in their collections department, and they enjoy working there, because they get to be rude and abusive to people. The company does not care about the means, only the results.

called First Interstate. It was my first bank, when I moved here, and they gave me my first consumer loan, even though I had no credit history in the US, and were always great to work with. Some years back, they were bought out by a company in California, called Hells Fargo. The stock holders of FIB, their customers, virtually everybody resisted the hostile takeover, because of what they had heard about this organization. I too, was very skeptical. Once the transition began, so did my problems. I will save you the details, but both my personal and business accounts were with FIB, and now in Hell. Not even two days would go by, without new problems. They would hold checks, lose deposits, charge fees and fines without prior notification, etc. In all the years of running this business, we never bounced a check. Suddenly, it was happening on a regular basis. Each time, they would say that they put a 8 to 10 business day hold on all out-of-State checks. Well, a lot of our customers have corporate offices outside of Arizona. I told Hell Co., but they didn't care. Some of our out of State checks were even drawn on Hell's Fargo accounts. Little by little, they began closing branches and drive-thru's. Their reasoning: They would prefer their customers deal with their automated services, than actually get to talk to a person. I finally had enough, after one of their "customer satisfaction" employees told me that if I didn't like how they do business, I should bank elsewhere. Didn't need to tell me twice. The day I went in to close my accounts, I had to sign in a book, and wait my turn. I noticed that under reason, everybody had the same purpose of being their that I did. You want me to get started on US West Communications aka Qwest? The really sad thing about all of these companies is that they have a lot of good people working there, that really do try and help their customers, but the corporate client smothers their efforts.

What is the purpose of my writing this? Several years ago, I was in a meeting in Dan Harkins office. He had a quote hung on the wall, in a frame. It simply said: "It takes years to win a customer, and only seconds to lose one." That is so true. We are in the customer service business.

smile, a simple "enjoy the show" or "have a nice day", even down to somebody that his unruly or drunk. We are there to help people. We are facilitators and problem solvers. Somebody that is causing a problem does not need to be wrestled to the ground and dragged out, just because he is obnoxious. Let's see if we can't solve his problem, by being polite and communicative. Things aren't always the way they seem. Last year, at the Metallica/Korn show, we solved a lot of problems, by making contact early with those who looked like problems makers, and working with them, instead of against them. As often as we get complaints about how our staff allegedly treated them, we do occasionally get calls or letters from patrons, thanking us, because one person went above and beyond to assist them. I often wonder how the general public perceives us?

We have received quite a bit of unpleasant and incorrect media attention lately, and perception is reality. Nobody wrote the newspapers in our defense. I did receive several phone calls and e-mails, defending us, put more people than not were willing to jump on the beat-up-T.E.A.M. band wagon. A lot of us care a lot about this city. This is our home. I live, work and play here, just like the Tempe motto recommends. It hurts when somebody questions our motivation or reason for being, but everybody is entitled to their opinion. If I have an issue with someone or something, I usually make it a point to address it with them, to give them an opportunity to either defend themselves, or correct the problem. I don't care for guerilla, (or should I say gorilla) tactics. Anyway, I started all of this with a point, which is:

We take a lot of pride in the work we do. We take it personally when we do not perform as well as we would like, or others expect us to. We work very hard to do a good job, and the management of this company does care about it's customers and the public perception of us. We do not make friends every step of the way, because of what we do. We often have to tell people that they cannot do something, or physically prevent or stop their actions. Nobody likes to be told what to do, but we

do not make up our own rules. We either uphold the laws, or the rules of clients or facilities. As long as we are polite, yet

There once was a bank here in Arizona,

Every person that we come in contact with is someone we can help, by a friendly

firm; even-handed, yet fair; and accommodating in the mission to make everybody's time spent at our events as positive as possible, we are doing our job, and criticize all you want. If we do anything short of that, we did not do our job, and it is the role of each and every of us, to make sure that, we as a collective, strive for that goal each and every time we put on our uniform. We are customer service, not goons or thugs.

As some of you may have heard, Arianna and Stephanie Foley were in a very serious accident a few weeks ago. Fortunately neither of them was seriously hurt, with the exception of a few minor bumps and bruises. Both of them are claiming head injuries, so if either your paycheck is messed up, or Steph tries to hire you as a receptionist, or offers to manage your office, please forgive them. They have head injuries. Let's see how long they can get away with that excuse. Word of warning, if you see Arianna around any type of motorized vehicle, or close to a door, run for your life! I mean it!

For those of you who have been able to avoid Arianna's driving, I would like to thank you for all your hard work, your reliability and dedication to doing a great job. July is going to be quite busy, so schedule soon, and schedule a lot.

I hope you all realize that I was partially kidding when I warned everybody how mean little Sara is. Nobody could be that mean. It can be a bit confusing, with two Sarahs. The best way I can describe this is: Big Sarah is intimidating, because she is very sweet, but assertive. Some people might confuse that with not being nice. Little Sara is very intimidating, because she is very intimidating. Little Sarah wants to be like big Sarah, but is the one that Jan calls, if there is someone she can't deal with. You figure it out. All I know is that both of them could learn a thing or two from Lynn. She is the best. Brandon: Help me. I got myself in this mess. How do I get out? I should have listened to my attorney, and kept my mouth shut. Honestly, all kidding aside, we are truly blessed to have such a great bunch of folks, like the staff at Desert Sky to work for. The only one who is a bit scary is Dave. He claims to have moved here from Florida, and his family is on the way. Remember the movie

"Waterboy"? I have the strange feeling that is what his family is like. Do yourselves a

favor, do not let him smile at you. Trust me on this one. Let's just say that Dave's family tree looks a bit like a dead palm tree. Ok, I better quit, before the next acquisition SFX makes is T.E.A.M., by way of a defamation law suit. Is that why you keep encouraging this, Brandon? Anyway, I can always claim I was drunk while I wrote this. It has worked before.

Finally, I would like to welcome Brittany, our new receptionist. She is really nice, so be kind to her. We have only known her for a few days, but I can assure you, she will make you cry if you are mean to her. If not, we are letting Sikora out of his cage to go after you.

Work smart, be safe, and keep the peace!!!

### MICK'S SHOW AND TELL

At a recent computer expo (COMDEX), Bill Gates reportedly compared the computer industry with the auto industry and stated "If GM had kept up with the technology like the computer industry has, we would all be driving \$25.00 cars that got 1,000 miles to the gallon."

In response to Bill's comments, General Motors issued a press release stating: If GM had developed technology like Microsoft, we would all be driving cars with the following characteristics:

1. For no reason whatsoever, your car would crash twice a day.
2. Every time they repainted the lines in the road, you would have to buy a new car.
3. Occasionally your car would die on the freeway for no reason. You would have to pull over to the side of the road, close all of the car windows, shut it off, restart it, and reopen the windows before you could continue. For some reason you would simply accept this..
4. Occasionally, executing a manoeuvre such as a left turn would cause your car to shut down and refuse to restart, in which case you would have to reinstall the engine.
5. Only one person at a time could use the car unless you bought "CarNT," but then you would have to buy more seats.
6. Macintosh would make a car that was powered by the sun, was reliable, five times as fast and twice as easy to drive -

but would only run on 5% of the roads.

7. The oil, water temperature, and alternator warning lights would all be replaced by a single "General Protection

Fault" warning light.

8. New seats would force everyone to have the same sized butt.

9. The airbag system would ask "are you SURE?" before deploying.

10. Occasionally, for no reason whatsoever, your car would lock you out and refuse to let you in until you simultaneously lifted the door handle, turned the key and grabbed hold of the radio antenna.

11. GM would require all car buyers to also purchase a deluxe set of Rand McNally Road maps (now a GM subsidiary), even though they neither need nor want them. Attempting to delete this option would immediately cause the car's performance to diminish by 50% or more. Moreover, GM would become a target for investigation by the Justice Dept.

12. Every time GM introduced a new car, car buyers would have to learn to drive all over again because none of the controls would operate in the same manner as the old car.

13. You'd have to press the "Start" button to turn the engine off.

### THE BRICKYARD

The Brickyard is located on Mill Ave. and has several openings for permanent schedules. The open shifts are as follows: Fridays and Saturdays from 2300-0800 and Sundays from 2300-0500. Friday from 2300-0500. Friday from 1700-2300. Saturday and Sunday 0800-1700 and 1700- 2300. Ask your scheduler for more information and to find out about overnight rates and permanent schedule rates.

### PATROL SERVICES

T.E.A.M. is looking to add one more person to the patrol services division. Shift times are 2000-0600 7 days a week. We need someone to take 1 to 3 days. Requirements for patrol services are as follows: Must be at least 21 years of age, have a valid AZ driver's licence and have been employed with T.E.A.M. for at least six (6) months. If you are interested or have questions please contact your scheduler.

### TOP 10 REASONS NOT TO CATCH A RIDE WITH ARIANA

- 10) Your life insurance premium might

not be paid up.

9) You object to drivers wearing handcuffs, shackles and spit masks.

8) The "L" and "R" written on her hands, to remind her which way is which doesn't bother you, but that they are on the wrong hands does.

7) The "N" on her forehead is to remind her which way is north. She won't tell us where she wrote the "S".

6) Her car is the only one in the parking lot with training wheels.

5) You ask her for a ride to Mesa, and she tries to park her car on a table.

4) You find out that she has been hired as a ride consultant for 6 Flags Magic Mountain.

3) Everywhere she drives, you notice that 2 ambulances and a car load of attorneys follow her.

2) Movies have the Oscars, Music has the Grammys and demolition derby has the Ariana.

And the number one reason not to catch a ride with Ariana - You have seen her with jet skis, you have seen her around doors, and do you really need to see her drive?