T.E.A.M. CENTS

Volume VII Issue No. 10 "The Official Newsletter of the Office Pumpkin (you know who you are)!" October 1-31, 2002

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How about them Cardinals? Thanks for tuning in this month. As you probably already know it is going to be a busy month, in fact it all started last month with some shows at Cricket and a great gathering at the Arena.

This month begins with a blackout day for Jimmy Buffet and then on the weekend for Oktoberfest in Tempe. Then of course, we have the Az State Fair at the Coliseum. Check your calendars for events and blackout days.

This month also marks T.E.A.M.'s Nine year anniversary. We are planning on a picnic on the 28th at Clark Park in Tempe. Clark Park is located just north of Broadway Road between Roosevelt and Hardy. There will be food, games, music, drinks and food. Not in that order. The day of the picnic is on a Monday, which is a payday, checks will be issued at the party as our office will be closing early. Grill gets lit at 4pm, the cook gets lit at 5pm. Hope to see you all there!

In this issue read about some of our policies and Steve's recap of his tour with Jay Z, and Terry Tautimes' first article for our newsletter!

Have a great October and Happy Halloween, see you guys out at the State Fair. Pick up next month's newsletter and read our articles where everyone starts off by saying what a busy month October was or that they are happy it's over....

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OCTOBER CALENDAR OF EVENTS

10/1: **BLACKOUT DAY**
Jimmy Buffet @ Cricket Pavilion
10/2: Santana @ Cricket Pavilion
10/4-6: Way Out West Oktoberfest @ Tempe Town Lake Park- Mill Avenue
10/5: **BLACKOUT DAY**
Oktoberfest @ Tempe Town Lake
Creed @ Cricket Pavilion
Glendale Fire Parade
10/6: **BLACKOUT DAY**
Oktoberfest @ Tempe Town Lake
Tony Bennett @ AVA Tucson
Rainbow Festival @ Heritage Square
10/7: out of service
10/9: repeat
10/11: Lonestar @ your Az State Fair
10/12: B-52's @ your Az State Fair
Advance Training classes in 111. 1p-5p. Sign up with your scheduler
10/13: Elvis the Concert @ Az State Fair
10/14: Columbus Day
SheDAISY @ your Az State Fair
Payday in 111. 4p-6p.
10/15: Lee Ann Womack @ Az State Fair
10/16: National Boss Day
10/17: Nelly and The St. Lunatics @ Cricket Pavilion
Sawyer Brown @ Az State Fair
10/18: Enrique Iglesias @ Cricket Pavilion
Coolio @ Az State Fair
10/18-19: Fascinations Grand Opening - Tempe store
10/20: Wayne Brady @ Az State Fair
10/21: Bob Dylan @ Az State Fair
10/22: Rockin' Roadhouse Tour @ Az State Fair
10/23: arrived on scene
10/24: Keith Urban @ Az State Fair
10/25: Gin Blossoms @ Az State Fair
10/26: Stone Temple Pilots @ ASF
10/27: ABBA: The Music @ Az State Fair
10/28: **BLACKOUT DAY**
9th Anniversary Company Picnic @ Clark Park.
Payday @ Clark Park. 4p-390
10/29: Supervisor mtg. Call for details.
10/30: Incubus @ Cricket Pavilion

On Blackout Days all employees must work a minimum of one shift. See your local scheduler for details.

Anyone interested in a permanent schedule in the downtown Tempe (Mill Ave.) area, contact a scheduler. Along with taking a permanent position, you are eligible for a raise.

T.E.A.M. OCTOBER BIRTHDAYS

Su Pearson	10/1
Patrick Targioni	10/2
Joshua Butler	10/4
Jessica McDermott	10/4
Roland Soto	10/4
Aaron Boone	10/5
Chad Scolley	10/5
Justin Elkins	10/6
Walter Mayher	10/7
Nick Dial	10/9
Laura Fitzgerald	10/10
Joseph Papay	10/11
Izaak Timmer-Bowser	10/12
Jules Jackson	10/16
James Lesjak	10/16
Daniel Pantoja	10/16
Luis Galarza	10/18
Anthony Goshorn	10/19
Damon Scowden	10/19
Ernesto Patino	10/20
Jeremy Frie	10/21
Krystal Owen	10/31
Monica Torres	10/31

Happy Birthday to all of you from our scary office staff!

T.E.A.M. ANNIVERSARIES

One year:	Kenneth Moscarello	10/10
	Michael Crutcher	10/31
Two years:	Bert Rawls	10/4
Six Years:	Waseem Muhieddin	10/6

Congratulations to all of you and thanks for hanging in there. You're even invited to a party on the 28th! See you there.

POLICE QUOTES:

As submitted by Billy Royal

"The handcuffs are tight because they're new. They'll stretch out after you wear them awhile."

****

"If you run, you'll only go to jail tired."

****

"So, you don't know how fast you were going. I guess that means I can write anything I want on the ticket, huh?"

****

"Yes sir, you can talk to the shift supervisor, but I don't think it will help. Oh, did I mention that I am the shift supervisor?"

****

"Warning! You want a warning? O.K., I'm warning you not to do that again or I'll give you another ticket."

****

"The answer to this last question will determine whether you are drunk or not. Was Mickey Mouse a cat or dog?"

****

"Yeah, we have a quota. Two more tickets and my wife gets a toaster oven."

****

"Life's tough, it's tougher if you're stupid."

****

"No sir, we don't have quotas anymore. We used to have quotas, but now we're allowed to write as many tickets as we want."

****

"Just how big were those two beers?

****

"In God we trust, all others are suspects."

TERRY'S TACTICAL CORNER

By Terry Tautimes

I would like to start off my first column by saying, hello! Most of you guys know me, but those of you who don't; I am Terry Tautimes a T.E.A.M. Security supervisor and the only female to go armed for T.E.A.M.

I started off working in the parking lot at a tennis tournament. I then worked the Jim Rome show at Cricket (Blockbuster at the time). I was doing alcohol management, and I worked other events at Cricket doing alcohol control. I worked my way up to a supervisor. Now at one year and six months later, I became the only female to go armed.

I would like to encourage those females that are getting close to their one year to see if you qualify to become an armed guard. I am also encouraging those males who are close to their one year to see if you qualify. It does cost a bit to go armed, but it does pay off at the end. Right now we don't have that many people who are armed, and there are some accounts that need us seven nights a week. It is one of the cool things that this company can offer.

This is a very serious duty, don't get me wrong, every position and duties are serious. The reason I say that is because you are carrying a gun, and your actions, thoughts, and decisions that you make may have to be more cautious. For this reason you have to go to tactical training and receive a CCW license.

I work at one of our accounts called Hi-Liters; the crew there is just wonderful, the doormen there have no problem helping out when needed. I enjoy working armed, because of the experience that I am getting going out there Friday and Saturday nights.

Well, for those of you females that are just a hair away from going armed I have this to say; Female, Handcuffs and a Gun. That should say it all. I leave you with two thoughts: Non-lethal before lethal and

Together		Total
Everyone	AT	Events
Achieves		And
More		Management

BERT'S BUSINESS

By Bert Rawls

Hello Teamsters, how's it going? Everything is actually still standing after the week of hell that was the Ozzfest and Sprite Tours. All in all I am surprised how everything went. I think that everyone did an outstanding job at Cricket and at all of our STO accounts. Thank you to all of you that stepped up and worked hard to fill our permanent posts. By doing this you helped out all of T.E.A.M., not only the people but the company as well.

I hope that all of you get your rest because we have a very busy month coming up in October. By my count we have twenty concerts in thirty-one days. (Jimmy Buffet on the 1st) It is going to take as much effort, if not more, to get through this month. Don't forget we have the Mark Taylor Oktoberfest on October 4th, 5th, and 6th. This overlaps many of our permanent shifts and Creed at Cricket. If you want to work and get some good hours call Mike or Sam in scheduling.

Hang in there guys after this month it is smooth sailing until MAMA Fest and of course the Tostitos Fiesta Bowl Block Party on New Year's Eve.

bert@teamsecurity.net

BARNES THE NOBLE

By Mike Barnes

How's it going, my fellow T.E.A.M. employees? Another month has gone by, a good month!

Thanks to all who have been showing up early for their shifts. It is very important that everyone makes their shift 15 minutes early, and if you must call in, make sure you do it four hrs. prior to your start time! Please,….. do not call the schedulers' cell phone or pager to schedule!!! If you have our cellphone #'s please do not call them unless you have been told it is OK by either Sam or myself. Keep in mind that the pager is for emergency's ONLY! You may be written up if you call with anything other than a call out or an emergency! Thanks for your cooperation.

I would also like to thank everyone who has covered shifts for me, when I call you late at night and you go to work it is a big help!, Also I would like to say that the managers in the office are great people, and if I can do anything to make things run more smoothly let me know, I will do whatever it takes.

This will be a busy month, let's pull together and work as a TEAM because we are the best security company around, lets show all our accounts that we are on top of the game! Remember that Sam and myself will do our best to give you the schedule that fits your needs, but please be on time!

To close out my newsletter I would like to thank Mick, for being a great boss. Richard for being a great cowboy! Sam for being a good friend and a big help! Andy for always reminding me how insane this month will be, and for being such a "pro" rock star. Billy for always saying hello in the morning, its nice to have that from everybody when they come in to the office. Chris for doing is job right 24\7. Jose you are on top of your game as well. Marlies for being the nicest girl in town, and she does her job perfect. Steve for being a big brutal force to this company, "you're the man". Jeff for being, kind of like a "father" to my spiritual side, god bless his soul. Kelly for her help in the office in getting quality employees. Shannon for doing an awesome job every day she is here, thank you!

Thank you all, if there is anything I can do for ya let me know, a sacrifice to the underlord, a metal show, meditation, or if you just have a question, im here for all. thanks….by the way I am looking for a new guitarist to play in my band "GLUTTONY", you must have pro gear and be ready to tear it up, contact me for info. Thank yo,. Mike Barnes.

FIERY ONE'S FORUM

By Kelly Rogers

Hello again **T.E.A.M.** members! I am sitting here in the office, thinking of what to write about. And the word **team** keeps entering my mind.

It started yesterday, really, as I was watching my favorite football **team**, the Dolphins, spank the Jets. After the game, I pondered, 'What am I going to write about in this **T.E.A.M.** newsletter???' Hmmm, **team**… **T.E.A.M.** And although **T.E.A.M.** is an acronym for 'Total Events And Management', it really is a **team**. And much like a football **team**, our success is dependent on everyone doing their individual job to the best of their ability.

A great quarterback can't be great if he doesn't have his receivers, and he wouldn't even have the ball if it weren't for the center, or keep it long enough to make the play if it wasn't for the offensive line. The running backs wouldn't look as good as they do without the offensive line blocking for them. If the defensive line doesn't do their best, the offense has to compensate and work even harder to get the win. If the special **teams** guys don't show up, the **team** can't pull off the last minute miracles. If the coaches failed to come in, the **team** would lack focus, direction and unity.

Our **team** is the same way. We have our quarterbacks (operations) and running backs (roamers) and receivers (dispatch and control) and blockers (barricades) and defensive lines (gates and drops) and special **teams** (alcohol management and overnights) and coaches (supervisors and managers). We have our veteran players and our rookies. We have our starters and our second-string, who come to the rescue when we are in a pinch.

We have one helluva **team**, when everyone shows up and does their best. Remember that. Our **team** rocks! And one way or another, we pull off the last minute miracles.

So thank you all for being on this **team** and keep up the good work. Here's to a winning season!

Peace!

-Kelly Rogers

The resident **T.E.A.M.** cheerleader

SWANSON'S SONG

By Jeff Swanson

Did you know?

The phrase, "the nice guy always loses" is a contradiction in itself. It is impossible for a good person, who tries to be the best that they can be, to lose in the game of life.

One of my friends seems to be taken advantage of and treated badly on a regular basis. Why, you may ask, because this person has an incredible heart. It's not fair, and I know it hurts, but what doesn't kill us, it only makes us stronger. This person knows who they are and I just wanted to remind this person how special they are.

Rumors and Gossip

These two things can really hurt us and are usually untrue. People who spread rumors and/or gossip often don't feel good about themselves or they feel their lives are empty. Life is what you make of it and everyone has the ability to live life to it's fullest. I've worked very hard to be in the position that I'm in and I don't intend on letting rumors or gossip change my life. I'm a very strong willed person, but so many people aren't.

Look deep in your heart. Do you really wish to hurt them? The next time you hear a rumor and or gossip consider this, even if it's true- can anyone get hurt? I think you'll find that it feels good to stand up for someone that is not there to defend themselves.

If at anytime you feel that you need help making the right moral decision and or just need someone to talk to, don't be afraid to ask. I promise that I will make time to help anyone trying to help themselves.

For those interested, my pager number is (602) 408-0238 and our conversations will remain between the two of us. Rev. Jeffrey

Jackass

A donkey, otherwise known as a jackass is an amazing animal. They are a very strong, yet stubborn animal. For those of you who know me, the answer is no, you may not refer to me as a jackass. You may wonder why I'm sharing this info with you, the answer is that Richard Campbell and I recently acquired two of them.

I was dumfounded with their beauty and intelligence the day I met them. They both need lots of physical and mental help due to the selfish neglect of people that previously owned them. They figured that they were only donkeys costing them money. They were so wrong. We need to remember that when we take an animal out of the wild and/or breed them in captivity, we are responsible for their well-being. These animals depend on us for everything.

Please, if you ever see an animal that is being neglected, report the owner. That animal is depending on you! Thank you.

Proud to be a T.E.A.M. staff

Over the past several years, I've noticed that more females have stepped up to take the roll as a supervisor. Whether they know it or not, they have been teaching all of us some very valuable lessons.

They have shown us time and time again that a gentle hand works. They have proven that you don't need to be testosterone driven to be a good security guard and or event staff. They have reminded us that a woman can do anything a man can do. They have shown us that change happens when you offer suggestions, and that griping gets us nowhere. They have reminded us that how we are perceived

often effects how we are treated. Most important, they have proven that anything is possible. Ladies, I tip my hat to you. You are all doing an incredible job out there and I'm proud to be on the same T.E.A.M.

WHATZ UP DOC?

American Chiropractic

When vertebrae get out of place, they pinch your spinal nerves.
Your cells don't get the nerve supply that each of them deserves,
And when your cells malfunction, friend, we sat that you are sick,
And drugs won't get you well until those bones and nerves are fixed.
Bacteria eat those weakened cells, and drugs take care of most
But others come and re-infect, they've found a perfect host.
The body has to heal itself and make its tissues strong,
And if all nerves are functioning, no bug can do you wrong.
Resistance is the key to health, your nervous system's boss,
And weakness and bacteria come when nerve supply is lost.
A Chiropractor adjusts the back and puts those bones in place.
Thus taking pressure off the nerves by widening the space,
Through which those nerves must pass before they can get to the cell,
Your body functions properly, you're said now to be well.
So if they want to cut you up, and take an organ out,
A natural way to health's what Chiropractic's all about.
And if they want to drug you up, your symptoms to relieve,
They don't get a chance, my friend, and that you can believe.
Just chemicals will do no good when nerve lines still are down.
The bug will die, but then another bug will come around.
The Chiropractor will adjust, and then my friend you'll see,
It is a better way so health, we do it naturally.

Bruce Drexler, Class of 1980
Cleveland Chiropractic College
(Copyright, 1977)

WINTER UNIFORMS

By Chris Casias

As of November first our winter uniform goes into effect. Wearing shorts is no longer an option.

The winter uniform is as follows for all shifts:

black pants/slacks
polo shirt or jacket
solid black/white shirt or sweater (personal) underneath
sleeves rolled down on the jacket
jacket must be buttoned up to the second button from the top
black shoes
black belt
solid white/black baseball cap
no wool caps or ski masks
full gloves if working overnights

If you are interested in putting a deposit on jackets, come into 111 towards the end of October. There will be no exchanges for polos. You may return your polos and check out a jacket. Deposits on jackets are $40.00. Any polos you return, you will get a refund on your deposit anywhere from 50-80%, depending on condition.

All uniforms being turned in, must be returned to me in 111.

ANDY'S WATCHTOWER

By: Andy LaFave

Hey Teamsters! How is everything going out there in T.E.A.M. land? What an interesting month September was. It is only going to get better. What I mean by better is a lot busier.

The month of October is always our busiest month. It almost seems as if all of our clients gather into one room and plan on all of their events being in October.

We have numerous concerts out at Cricket, the Oktoberfest in Tempe, special events out at AWA and other venues.
What this means is that we are going to need everybody's help throughout this month. We are going to have some **blackout days**, so please plan accordingly.

I must say that I feel for the schedulers. I hope that they are comfortable in the office because this is where they are going to stay for the entire month. I think Sammy is planning on bringing his bed in, and Mike said something about a refrigerator. I hope that for their sake you all call in to schedule and that you take a lot of hours. Many of you have expressed interest in full-time work and here is your opportunity. Take advantage of it while it lasts.

I hope to see all of you out in the field this month and remember, if you want to be put on a permanent schedule, come in to see me or Bert and simply ask. We will be more than happy to explain the procedures that you must go through in order to obtain a permanent schedule. If any of you have any questions regarding this month please feel free to call me.

Until next time Teamsters be safe out there but most importantly have fun.
Late…… …… …… …… …..

MARLIES' YOU KNOW

By Marlies Meinhold

Well, once again it's that time. The month of September has flown by. It has commemorated my one-year anniversary with T.E.A.M.

People in general do not always get recognized for a one-year anniversary, but I not only got recognized but also commended for the work that I have done. I have worked a lot of different places in my life, and the appreciation I received from Mick, only inspires me to do more and to be better.

As my boss is appreciating me, I would like to make sure that I (and possibly others) take a moment to think and return the appreciation to my (our) boss. I know that as T.E.A.M.'s nine-year anniversary approaches, it is a very monumental time for Mick. Nine years is a long time for a company to stay in business, not to mention a hard road to travel to get there. This company could not have made it without the dedication, inspirations, and hard work by Mick Hirko. I want to thank you Mick, for the dedication, inspiration, and hard work that made this company. That dedication, inspiration, and hard work has inspired me not just professionally, but personally also. I appreciate how wonderful of a boss you are, and how good you are to all your employees.

As I sit here and brainstorm to try and come up with something that touches you as much as your last months article touched me, I cannot find the right words to express my gratitude. So, Thank You!

"Friends are like angels that lift us off our feet, when our wings have trouble remembering how to fly."

THOUGHTS AND RUMINATIONS FROM SAM'S CUBICLE

An article by Sam Bockelman

Hello all, it is that time once again!!! I hope you all are enjoying this crazy time of year! Crazy it is, and crazier it will get!!!

Your cooperation, will to show up on time and do the job to the best of your ability is crucial this time of year. Every shift matters, no matter how hard it is to believe. We are hired to do a job for a reason; if one person fails we all start to fail. There has been a massive amount of rearranging in the field, due to shifts being cut by the client, or due to poor performance on behalf of our workers.

Now, one of these cannot be helped, but one most definitely can. We have a massive amount of employees who are willing and most definitely capable of doing the job well. Myself, Mike, and everyone else involved with operations have been working hard these past few weeks to get the people who deserve them locked into permanent shifts. Keep in mind, we are doing you a huge favor by giving you guaranteed hours, So if it is funny to show up 15 minutes late, leaving 15 minutes early, or whatever the case may be, it is coming to an end. So love it while it lasts.

We are here to offer the highest possible quality service to our clients. Whether or not you have what it takes to do the job is up to you. Much THANKS and appreciation go out to those of you whom understand and accept what hard work is all about. Thank you for showing up on time, in proper uniform and wanting to do your job and have a good time in the process.

For those who can't seem to understand what a JOB is all about, keep it up, the real world is right around the corner, you will understand someday.

OPS -11

By Richard Campbell

This has got to be the busiest times I have ever seen. I can't even begin to tell you how great the month of October looks. I can only hope that all of our efforts will come together to show why we are the best company out there.

I can only say that every employee will be tested to there limits. The hours are out there for the asking. Please ask. There are some openings in the organization for permanent shifts (which come with a .50 cent raise.) That always helps in the pocketbook. I would also like to thank everybody for time you put in at Sprite and Ozzfest. Those were a long two days. I would like to thank the employees that took time off of there day jobs that helped out. Like Pat.

There are a lot of areas that you as employees can show your desire to excel in the company and show your desire to take the next step in becoming supervisors. We are always looking for new sups. So please stand up and be heard. We are going to need all the supervisors that we can get. Send all letters of intent to Andy so we can get you in the system. I would like to ask all of you to take it upon yourselves to take this chance to move up in the ranks so that you can become all that you can be. (don't join the Army, join us) I will be at a lot of events so I hope to get an opportunity to see everyone.

The State Fair is on the way and I would like to have the same crew for seventeen days so please call and schedule for the whole thing on the 7th of October. 15 events in 15 days, I can only hope to survive. See you in the trenches.

T.E.A.M. TOP TEN LIST

By Chris Casias

In honor of the many country music shows we are doing this month, our list comes from our home office at the livestock barn at the Az State Fair..."Top Ten Signs You're a Country Music Fan"...

10. You have a bumper sticker on your truck that says " I'd Rather be Cow Tipping!"
9. You think "modem" is something you do to the fields.
8. You have a Skoal can in the CD-ROM drive of you computer.
7. Every time you cancel for a shift it's because your girlfriend left you and she took your truck!
6. You only work events that have the word "Coors" in it.
5. You practice safe sex by marking an " X " on all the sheep that kick!
4. The six front keys of your computer keyboard are rotted out!
3. You pick up hubcaps on the side of the road to make more belts!
2. The last time you saw 90210 you were standing on a scale!

.....and the Number One Sign That You Are a Country Music Fan is.....Everyone tells you "If you wash your truck, you'll get better gas mileage!!"

UNDER THE PLATE WITH SULLY

By Steve Sullivan

I wake up with the familiar sound of my driver calling my bunk to let me know we will be there in fifteen minutes. (I have the responsibility of getting the busses and trucks parked so I have to be the first one off no matter when load-in is, so I have the bunk with the drive phone.) Just enough time to get some coffee going and get my teeth brushed. We arrive right as the venue was opening so its right to work.

I have 4 trucks, 2 box trucks, and 16 busses to park. Today's venue has two truck bays and three buss parking spaces. Some times, I feel like i am playing Tetris. We decide to dump the trucks then move them for more buss access. Time for a quick mtg with the tour Mgr to find out the info I need to secure our production.

We cover guest lists Specific venue rules and post show for our tour. Know I need to do this with 12 band tour mgrs. and ill be ready for my security mtgs.

Trucks are out and in auxiliary lot, but the security company is not out there yet. I enlist one of the drivers to keep an eye out until 0900. He has twenty minutes until security is scheduled to come on. Back to the busses know have five spots that I can probably turn into seven.

First comes Production 1 and 2 JayZ Production, 311 productions and two band busses and the Hoobastank bus. The rest have to go to auxiliary lots. This is very delicate because we still have performer busses that will have to drop off and go park. Performers are very touchy. In addition, it means more security, one for every two busses since it is not a secured lot.

0910: Finally parked and secured time for some coffee and get the days pass sheets ready. During breakfast, I learn of some VIPs that are coming with Jay our headliner. We also discuss arrival times for Jay's eight vehicles that stay backstage during his performance. He usually does not arrive until half hour before his set.

The rest of my afternoon is meeting with band and record label reps to find out about autograph signings and meet and greets. This is all information I will need for my security briefing that's one hour before doors. Today is 1230.

Security meetings our collection of security types building types usher types concession types and today police types. The meeting was smooth had many good vibes witch makes for a smooth show.

1330: Doors are held for fifteen minutes so the house staff can get ready. I walk along the lines talking to the early crowd. 311 fans come early. They love the extreme sports demos and collecting all the freebies, the sponsors hand out. Today a challenge is that a BMX rider named rooftop wants to jump over some busses in the lot. Unfortunately, it gates put off for another day.

1350: Doors are open; I observe the security search at the front gates things seem to be running smooth. I have some time to check up on the rest of the venue. Lots are crowded and kids are drinking a lot that could make for a long night. Throughout the day, I spend my time dealing with the problems that arise. People without passes, Box office problems, bootleg issues. In addition, other security issues.

1800: Nighttime brings a more intense crowd. Als0 lot of people has been there all day having their version of a good time, so things become a little harder. The band gets the crowd moshing and crowd surfing. Generally that's just part of the show, but with our crowd we get bare-chested skaters moshing and surfing with hard core hip hoppers with a couple grand in gold on and dressed up. This always brings many challenges night after night.

2030: Having made it this far its time to get our headliner and his many guest and vehicles in the venue onto a stage with live pyro. Jay Z gets through his first song and the pyro is done for now .We load the stage with his guest and weed out the people who are trying to get on stage to hang. This can be a breaking point for local security, but tonight they handle it well.

Time to get busses out of the way and get an open bay for the trucks. I also need to get with our police escort with Jay Z numerous drivers to insure Jay Z has a quick root out.

2230: Jays almost done I run to the stage to clear guest before the final pyro shot. Just in time, it clears and the Jays production Mgr can call the shot. Jays got a clear shot to the vehicles and he and is entourage speed out within four minutes of leaving the stage.

Generally with the artist gone I can take a shower and relax, But we have a tour barbecue because of a 0200 bus call. I cut local security to bare minimum to keep the venue costs down. I have to work a little longer, but it makes things way easier if i am dealing with our crew and not give the local staff this headache.

0130: clear up our party, Buss drivers start arriving. I can finally get off my feat until the next morning 0600 comes quick so I hit my bunk as soon as we pull out.

Overall, it was an easy day.

Happy Birthday to T.E.A.M. I am looking forward to see what is in store for the next nine years.

Peace

Sully

VILLA CON DIOS

By Jose Villa

In this months article I wanted to talk about something we all have…it is not what you think! It is a boss or supervisor. At one time or another, we all have had supervisors the have lacked certain qualities that we would have liked to see in a supervisor. On the other side, we have had ones that we would do anything for and have learned many qualities from. Just like anything else, there are good ones and bad ones. Below, is a article that addresses both sides.

What makes a good boss?

But what about the angels of the workplace? Have you ever considered what makes a good boss good?

The answer to that question is admittedly mercurial, as one person's view of a top-notch employer will differ from somebody else's. However, there are a number of traits, attitudes and abilities that are common to all good bosses. Moreover, the need for solid leadership skills is especially telling with smaller businesses.

"Being a good boss is important in any organization, but it's particularly important for small business," says Rob Sheehan, director of executive education at the James MacGregor Burns Academy of Leadership at the University of Maryland. "With smaller businesses, you really have the opportunity to set the tone for the entire company."

Bearing in mind the importance of good leadership to business, consider the following lineup of skills, strategies and attributes:·

Be inclusive. With a smaller operation, it's essential that everyone feels like an equal and involved part of the team. A good employer is certain to treat each employee fairly, not only in terms of salary and other forms of compensation, but also in how that employee is involved in the daily function of the business. Encourage feedback, innovation and creativity so employees feel genuinely engaged. "You need to create an environment of integrity, trust and respect to make absolutely certain that everyone is treated fairly, regardless of the differences they may have," says Sheehan. "It's essential to be inclusive, because that keeps everyone on the same page when it comes to the business's long-term goals."·

Mission, not just money. Very few businesses operate out of sheer altruism, but that's not to say that turning a profit is the primary philosophical and practical focus. Rather, an effective boss establishes a genuine business mission. How that takes shape depends both on the business and on the overriding focus the boss wants to set. For instance, a restaurant owner may push speedy lunchtime service as a way of serving the time-strapped business community. By contrast, a medical supply outfit may emphasize how its products improve customers' health. Not only can a clear mission serve to motivate employees, it can also infuse a sense of importance in their jobs. "The point to be made is that there's something bigger than money," says Sheehan. "That can really help in keeping employees from feeling as though they have some mundane, day in and day out job."·

Nothing to fear but fear itself. Many of us have had bosses who would be right at home with a guillotine next to their desk calendars. Make one mistake on the job and feel free to slip your noggin right in beneath the blade. Conversely, an effective boss encourages his or her employees not to be gun shy about an occasional snafu along the road toward better job performance. "This requires a mentality that encourages learning rather than a fear of making a mistake. Try something new and different, but know we're not going to kill each other if things don't work out," says Sheehan. "I was a swimmer in college and I swam fast when I imagined a shark was after me. I swam just as fast when I imagined I was in the Olympics. It's a question of what you want to focus on - fear or opportunity."·

Don't just lead - coach. It's common to hear a sports reporter observe that one coach out-coached another in a particular game. The same dynamic holds true for your business, in which you view your position both as a leader and a coach who teaches, encourages and, if need be, corrects employees. "A coach sees things very differently than the players," says Sheehan.

"It's important to use that different perspective to educate and encourage. But it's also important, like a good coach, to lead your team by example. For instance, while you should point out mistakes by your employees, be sure to admit when you yourself make a mistake."

It's their careers, too. Don't forget that the people who work for you are looking to you to help them navigate and advance their careers. As I said, it's not all about money. But it is all about making your employees see how to improve and create meaningful careers for themselves. If an employee has a goal of becoming a manager or running his or her own business someday, nurture that goal. Tell them the traits they need to work on to achieve their ultimate plans.·

Made, not necessarily born. One final aspect of being a good boss is recognizing that much of what goes into being an effective leader is, in fact, learned behavior. Of course, there always have been and will be bosses who seem to have a flawless touch in leading and motivating. But for every natural, there are just as many top-flight bosses who got that way by attending management classes and seminars, reading books on effective leadership and, just as important, understanding that a good employer naturally attracts first-rate employees. "People can definitely develop good leadership capabilities," says Sheehan. "To a certain degree, we all have innate traits that make us good bosses. All you really have to do is work to develop those traits to their utmost."

What makes a bad boss?

A 2001 study involving some 20,000 exit interviews found that the No. 1 reason people leave jobs is "poor supervisory behavior." In other words, bad bosses.

And one of the biggest factors cited in "poor supervisory behavior" was . . . poor communication skills. People too often are promoted for their workplace accomplishments, without any assessment of their communication skills, says Gretchen Heller, human resources consultant at Watson Wyatt Worldwide.

Simply put, if you aren't a good communicator, you probably shouldn't be a boss. And you probably won't be one for long, although there does appear to be a lot of bad bosses hanging on out there.

Fortunately, good communicators are made, not born, says David A. Owens, assistant professor of management at Vanderbilt University's Owen School of Management.

I talked to several management and human resources experts recently about how well today's managers communicate, including their use of e-mail. When I asked what bosses generally need to work on, here is what they told me.

7 basic communication tips

1. **Be a better listener.** Pay attention to your employees. Sounds simple, but it is a common gripe, says Maureen Dolan Rosen of Rosen & Associates, a human resources consultancy based in Chapel Hill, N.C. Among the things she stresses in workshops with managers is "learning how to listen better." She'll also offer a story about one of her former bosses, who cleverly perched his hand under his chin and appeared in meetings to be listening intently to whoever was speaking. But if you looked closely, under his glasses, his eyes were closed. He'd use the meetings to snooze.

2. **Make time for employees.** Regular, one-on-one meetings with your team members are important; if employees work remotely, meet by phone. If you can't meet weekly, do it at least twice a month. And don't take phone calls during meetings, unless it is an emergency. Show your employees they have your full attention. Talk about their career paths and how you envision them growing in their jobs. On the flip side, employees need to be aware of bosses' time pressures.

3. **Get the word out to those affected as efficiently as possible.** Take great pains to reach those who should be in the know about workplace changes coming down from above. This is tough. How easy it is to forget to tell someone, on a timely basis, something they should know about to do their job. But know the downfall: Work may not get done, and you may also look like you aren't in the know - which doesn't exactly inspire confidence in your troops.

4. **Put out a consistent message about your values.** Knowing who you are, and what you stand for, can help your employees make better decisions on their own (or at least decisions that you will like better). If you're sending mixed messages, explain them or suffer the consequences.

5. **Give regular feedback; avoid surprises.** Employees shouldn't first learn about significant performance issues in an annual evaluation. They should be confronted well beforehand (and as humanely as possible) that there is something they need to improve. "The annual evaluation should be more of a recap," Rosen says.

6. **Be effective in speaking to groups.** I'm not talking here about speaking to the local chamber of commerce or Rotary Club - although that is not a bad skill to have too, by the way. I mean employee groups. If you can't speak well at employee meetings or in front of employee groups, you lose credibility as a manager. Learn how to do it; learn how to get better at it. The same thing goes for writing group e-mails.

7. **Don't hide behind e-mails.** Most delicate matters must be discussed in person. Most conflicts must be settled in person, or at least by phone. When emotions are involved, e-mail becomes a less-appropriate vehicle to communicate. And e-mail is never an appropriate method to tell someone he or she is being laid off, Heller and others insist. (Yes, I know it happens.) Nonetheless, e-mail is an important communications tool, so I've also included a set of tips on how to communicate best using e-mail.

WHAT WELL-OUTFITTED PROTESTER WEARS, CARRIES FOR THE STREET

Associated Press
Sept. 27, 2002

The properly outfitted protester puts a lot of thought into what to wear and bring for a long day on the streets. Both idealism and practicality must be taken into account by demonstrators who want to be comfortable but responsible in their apparel, footwear and belongings.

Robin Tala, 18, from Bloomington, Ind., in Washington this week to push for a boycott of World Bank bonds, recommends the following:

• Boots or comfortable shoes(his have "nice big insoles").

• No Nikes (a symbolic no-no).

• Thrift-store clothing (the environmentally friendly Patagonia is one acceptable brand, he says).

• CamelBak hydration backpack, which holds water with extra room for storage (lots of water is necessary).

• A layer of synthetics in the clothing (synthetics don't soak up tear gas).

• No contact lenses, which can trap tear gas and burn eyes more, he says.

• Fliers and stickers to distribute (Tala wore three stickers across his chest, reading, "Boycott World Bank bonds" with a slash through IMF and World Bank and a Web address).

• No soda because that will dehydrate you.

• Dried fruits and sesame snacks.

• A cell phone for keeping in touch with the crowd's whereabouts.

• Water for flushing out eyes, and bandanas soaked in vinegar, which can substitute for gas masks.

THE ROYAL REVUE

By Billy Royal

"Nothing gives one person so much advantage over another as to remain always cool and unruffled under all circumstances." - Thomas Jefferson

Greetings all! Hope this finds you healthy and happy. We're gearing up for a very busy October. Hope you all are ready! Before we know it, another year will have passed.

I wanted to share with you my views on flexibility. Not the kind that you can do back bends and should join the circus, but life in general, emotional and intellectual.

Whether it's in business or in your personal life, there are times when you just need to be flexible. There are other times when you need to take a stance and hold steady to your beliefs, but more often than not, some form of compromise will make the situation better and easier to deal with.

In business, I have no choice but to be flexible. I would have snapped long ago. Clients needs constantly change, call times change, budgets change, locations change. Not being able to adjust to change would paralyze us. At home, interest rates change, mortgage companies change, we have kids, climates change. Imagine if we couldn't or wouldn't adjust to our ever-evolving environment? What I try to do is take those obvious changes that we have no control over and apply to my everyday challenges.

We're always told to pick our battles. What is worth your sanity, yelling at a driver in traffic that can't even hear you? Why not just kick back and let them go about their way. We had an incidence at one of our last shows that one of our backstage guards said to me, "they added another pass, what are we going to do?" My reply was, "what choice do we have? Add it to the list and tell your crew!" It seemed like a very simple answer but we tend to concentrate so much on the fact that something different has been added to our world that we forget how simple it is to adjust.

How dare they do that at the last minute! They should have told us earlier! What do we do now? We deal with it, that's what. We change what we can and accept the rest. I'll forget sometimes this very simple rule of thumb for myself, but when ever I feel overly stressed out, I force myself to remember. I try to look at life like a river. I can fight it and end up crashing into the banks or go under, or I can go with the flow and navigate between the boulders and the rapids as best I can and reach my destination with little or no damage. That's it. Short and sweet. May your waters always be calm!

See you out there. Be careful and remember, "Every dayz a holiday!" br

MICK'S MEMO

By Mick Hirko

Once again, the month of October is upon us. In a lot of ways, I dread October, because it traditionally is one, if not the busiest month of the year for us, and it usually has us pretty worn out by the end of the month.

But, it is also the time of year, that reminds me of out humble little beginnings. It is our anniversary. 9 years ago, Karen Foley and myself sat in a small office on the second floor of the Mill Avenue Shops, an old, heavy phone, a desk, and 2 chairs. That was it. We have come a very long way. Over time, there have been a lot of great people, and some not so great, that have been part of this team.

I am forever in the debt of Karen Foley, for her long hours of work, her dedication and her spirit, which kept me going, even in the toughest of times. She worked full-time for us, and had another full-time job, just so we could pay our bills. At times, I think she believed in this more than I did. There were a lot of good people, that helped us become who we are today.

There were also a lot of clients, that took a chance on us. Mary McGowne from DMB, Lt. Steve Graehling from Tempe PD, Marsha Randall from the City of Tempe, Mark Newton from Tempe Sister Cities, just to mention a few from our humble beginnings, who believed in us, and gave us a chance.

Everyone said we would not make it five years. In year five, George Bevins and Jon Bloom with America West Arena gave us a chance. Two years later, Brandon Sirochman from Cricket Pavilion, formerly known as Desert Sky Pavilion, formerly known as Prince, and now is just a symbol (Do you guys ever wonder how I manage to get myself in trouble? This is it!). I consider us to be very fortunate that we have such great clients, and good relationships (Even though our relationship with Cricket might be back on the rocks again by the end of this article. You see, Grandon does not read the whole thing. He just gets to the bad parts, and is on the phone with corporate before he reads the nice things I write) Anyway, I consider us to have personal relationship with our clients, and it transcends business. When we go to work there, it is personal. When we do not do a good job, it is personal.

T.E.A.M. Has always been more than a business. We are a family, admittedly dysfunctional, but not the less. You think we can get our own TV show? Hell, if Ozzy and Anna Nicole can get one - We have Campbell. That should count for something. What about Andy Animal, the drummer? Or K-9 Coomer from or Indiana office? Don't get me going on Reverend Jeff and his unholy trilogy, or Billy "I'm too sexy for my shoes"! What about Chris, who also happens to be the Prime Minister of Pakistan, or Sam, the human billboard? Steve "I get 18 FM and 7 AM channels on the plate in my head, plus all the T.E.A.M. Frequencies." Let us not forget Marlies, who storms out of the office, every time Campbell is running a staff meeting. Kelly is a red-head, so you know she is dysfunctional. Nuff said there. Mike was a postal worker in a previous life, which explains his fascination with death metal.

Jose, "the Purple One". It's the quiet ones who are the scariest. Remember that, when you are stumbling home from your favorite watering hole, and you see Jose, pink cocktail umbrella in his hair, standing in the drive through line at Filiberto's, going "What do you mean, I have to be in a vehicle? I was in my truck when I got here, I think. Speak English, damn it!" Finally Bert - Can't pick on him, since he has to run the Block Party by himself. That leaves me. I'm the only normal one here, if that is not scary. We want our own TV show!

Now, that I have pretty much pissed everyone off, except little Sara, (I'm not done yet), I really just want to thank all the great people that have made us who we are. All of you, who make us shine each and every day, to the great and dysfunctional office staff, and our clients. All three parts have gotten us here today, and the best is yet ahead.

Hope to see you all at our 9th annual company picnic/anniversary party. I hope to also see all of our family members out at the shows, which there will be more than enough this month, and hopefully you all plan to be part at our first event at our newest venue in November - Phoenix International Raceway for the NASCAR Races.

Hope to see you all out there, be safe - and keep the Peace!

Mick Hirko
President
Total Events And Management, LLC
www.teamsecurity.net

WORKING WITH PATRONS WHO ARE DISABLED

By Chris Casias

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

Patrons who have mobility impairments:

* Unless a wheelchair breaks down, there is no need to offer to push a person using one. Power chairs are very heavy and hard to steer by hand, the wheelchair user can maneuver the chair on his or her own.
* Know where the closest wheelchair accessible restroom is.
* Ask before giving assistance.
* A common mistake people make is to talk only to the companion and ignore the person who is disabled or vice versa. Speak to both people equally.
* Be sure to check restrooms frequently. People have been known to get wedged in the doors.
* Never pat a patron in a wheelchair on the head (amazing as it may seem, it does happen).
* Never take a person's crutches or cane away. The patron should store the devices under their seat, not in the aisle.
* If a person using a wheelchair wishes to transfer from their wheelchair into a theater seat, be sure to check with the patron if they will need their wheelchair at intermission and remember to bring the chair back at the end of the show. It is also a good idea for anyone who is ambulatory and accompanying the patron, to know where the wheelchair is in case of emergency.
* If a person is unsteady on his or her feet, offer him/her your arm while walking to their seat. Remember that stairs without hand rails and ramps can be difficult to manage. If the patron seems to be really dependent on you for support, it would be nice to ask after seating the if he/she would like your assistance at the end of the show.
* Do not use the words "attendant" or "assistant" when referring to any people who are with the person who is disabled.

Patrons who are visually impaired:

* Guide dogs may accompany their master and sit at his or her feet.
* The correct way to provide service to a person who is blind is to offer him or her the opportunity to hold your elbow. That way you are walking slightly in front of the person you are guiding, he/she will feel when you step down stairs before he/she needs to step down stairs.
* Do not pet the guide dog while it is working.
* When giving directions to a person who is visually impaired, estimate the distance in steps and use clear specific language (e.g.- to get to the women's restroom you need to turn left and follow this curving wall until it ends, continue to walk straight for about 20 steps. Etc.). the other option is to guide the person there. He or she will be counting steps as you go, so he/she can find their way back, so don't carry on along and detailed conversation.

Patrons who are hearing impaired:

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

* Face the patrons when you are speaking to them.
* Stand where there is good light on your face if possible.
* Keep your hand away from your mouth when you are speaking.
* Speak clearly- don't mumble.
* Know where the pay TDD is.

Patrons who are developmentally disabled:

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

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

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

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

Read Each One Carefully and Think About It a Second or Two

1. I love you not because of who you are, but because of who I am when I am with you.
2. No man or woman is worth your tears, and the one who is, won't make you cry.
3. Just because someone doesn't love you the way you want them to, doesn't mean they don't love you with all they have.
4. A true friend is someone who reaches for your hand and touches your heart.
5. The worst way to miss someone is to be sitting right beside them knowing you can't have them.
6. Never frown, even when you are sad, because you never know who is falling in love with your smile.
7. To the world you may be one person, but to one person you may be the world.
8. Don't waste your time on a man/woman, who isn't willing to waste their time on you.
9. Maybe God wants us to meet a few wrong people before meeting the right one, so that when we finally meet the person, we will know how to be grateful.

10. Don't cry because it is over, smile because it happened.

11. There's always going to be people that hurt you so what you have to do is keep on trusting and just be more careful about who you trust next time around.

12. Make yourself a better person and know who you are before you try and know someone else and expect them to know you.

13. Don't try so hard, the best things come when you least expect them to.

REMEMBER: WHATEVER HAPPENS, HAPPENS FOR A REASON.

True friends: How many people actually have 8 true friends?

Hardly anyone I know ! But some of us have all right friends and good friends!!!

You have been Tagged by the Green Dog!

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You will Have Good Luck For Two Years if you send this to 8 people or more You must send it in 5 minutes or your good luck will run out.

CHRIS ' FINAL THOUGHT

By Chris Casias

Greetings registered voters, the governor's election is coming. If you are not registered to vote in this election, or refuse to participate in the voting process, stop reading this immediately! Your opinions don't concern me and I could care less about your support.

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

So in closing, I think I've figured out how this whole political game works.

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

(Note: The opinions and statements made in this article are solely the thoughts and beliefs of Chris Casias, not T.E.A.M.'s, but maybe Adam's, not restricted to Bret, Taryn may feel the same way but won't vote for Chris, Stephanie totally agrees with Chris. Bill agrees with everything except the owl part and Mick doesn't agree with everything but will vote for Chris).