

# T.E.A.M. CENTS April 2008

Fourteen Years and Counting

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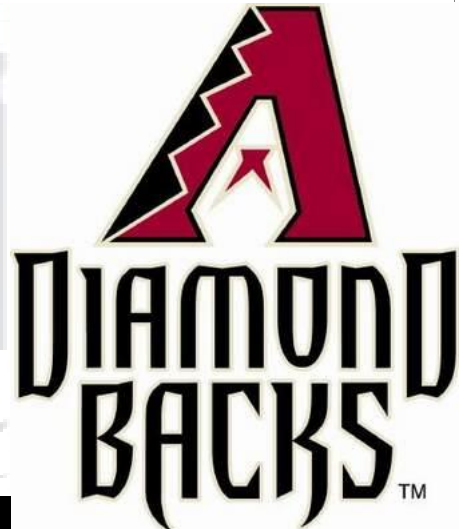
April 1-30 2008

Volume XVII Issue 4

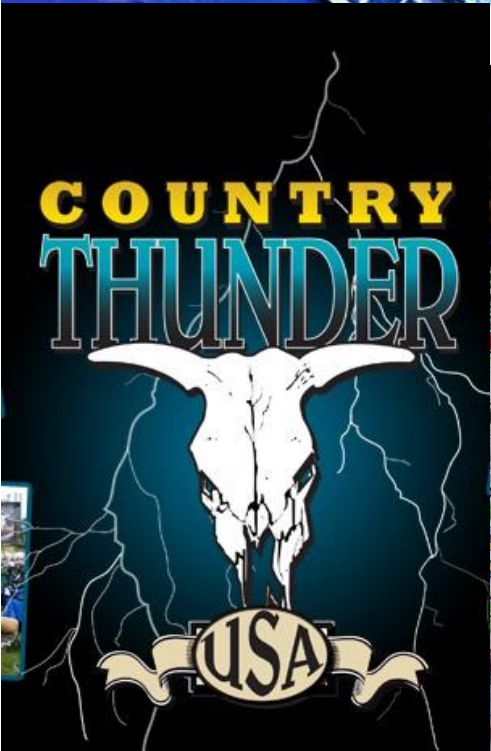
9/11/01 Where Were You? Remember and Never Forget!



# BON JOVI



APRIL  
25 & 26



# Coach & Willie's







anniversaries

- Tommy Aguilar** 1 year
- Ben Atkinson** 1 year
- Jacob Borge** 1 year

birthdays

- Andrea Lawson** 4/1
- Joanne Risner** 4/2
- Shawn Crowder** 4/2
- Glenn Lacont** 4/3
- Brian Mitton** 4/3
- Bernard Hemingway** 4/6
- Patrick Miller** 4/6
- Shawn Malkind** 4/6
- Mike Hammerand** 4/8
- Miquela Tevis** 4/8
- Lisa Stimmel** 4/9
- Gary Maul** 4/10
- John Rothstein** 4/11
- John Bance** 4/13
- Scott Wruck** 4/14
- Virgilio Saromo** 4/18
- Patrick Donahue** 4/21
- Ed Correa** 4/23

Elizabeth Gill

I am using my newsletter space this month to give some feedback out. We have had so many event in the last couple months, and it is great to actually hear back from our clients regarding T.E.A.M.'s performance.

From the NCAA series at USAC, we received great praise from both Taryn and Belen. Thank you to all the guards who held the posts and dealt with the changes. Dwayne, Monica, Chris, Philip, Pro, and everyone else, you truly did a great job. Lynzi, Keith, Charlotte, Christy, and everyone else, you did a wonderful job on the game day calls. It was a lot of work, and I know the changes curled your hair, but thank you for rolling with it and making it work, and giving 110%.

From ArtsFest. I couldn't be happier. I received a huge compliment from our client at the DTC that the vendors specifically commented on how professional and wonderful our staff was. That was absolutely all you guys. The Festival went very well, and you guys took great care of each other to keep everyone spirits high and positive. Butch, you rocked. I am very proud of you. Mark DeVault, you were very proactive and professional, Dorsey "the Great" as always. Richard, Luis, Samantha, Hammerand, Molly, Luis, Chad, everyone I am forgetting to list( sorry) thank you all so much. Frank had a strong and reliable crew at night also; Ray, Walter , Shawn, Chris, Campbell, and all. The success of the event was entirely based on your performances. For those of you who did the off-sites, during the event, out thanks also; STO world is even more important during huge events weekends like this, and I know many of you did doubles to take care of your

accounts: Tod Walker, Bryan Williamson, Jon Bearup, Pat Jefferson (Bias) Wayne Bias, RJ, Stacey Leigh, Randy Palmer. I would have to list the whole roster, but all of your work made a huge difference.

Many of you newer guards put out solid performances also, and I assure you it was noticed. I look forward to working with you again at upcoming events. On that note, I wanted to add a bit for people who have questions about how to move ahead in the company, and what the evaluation process means. I will use a quote from our fearless leader.

Some events and venues and assignments are looking for a certain type of guard, with certain qualifications or training. Others may be based on geography. We try real hard to find assignments that match the general area where you live, so you do not have to drive an hour to work. On the bigger show days or slower periods that does not always work. Pretty much always, when you first start, the schedulers will assign you a supervised shift, to give you the opportunity to get field training, for the supervisors to evaluate your training and performance, and for you to build a reputation for punctuality and reliability. Once you have shown those qualities, and you have some field time, they will begin assigning you solo or small call accounts. One of the BIGGEST points in assignment advancement is a willingness to take a variety of jobs, and not picking and choosing what you want to work. The more you work with the schedulers, the more they will work with you. They keep a lot of notes on performance and reliability and willingness to work, and good work habits are rewarded. They try really hard to match your needs and wants to what we have available, but it does not always work 100%,



but they will always continue to try. Once you start building that "reputation" you will find more opportunities becoming available. As you go through ongoing classroom and field training and start working with more supervisors, you will again get more choices. We have a group of about 50 guards that we know can do just about any assignment. They are in that classification because they have shown their versatility and adaptability again and again. Stick with it, and with a good attitude, you will be surprised how quickly you can move ahead.

The evaluations are a tool for both you and us to see how you are doing, to discuss what you are doing well, and those areas that need improvement.

We have several big events coming up in the next month or so, so I urge all of you to take note of your peers when you are working. Who does a great job and you want to work with again, what areas people excel in, etc. Get that feedback to the office so we can put together rosters for events that highlight each others strengths and create a positive and fun atmosphere. A few more quick things.

1. Jill Walz has helped me put together a quick "what to bring list" for Country Thunder. For those of you going for the first time, it is very helpful. She is also willing to answer any questions about the event from duties to bands. There are rules, so make certain you are willing to follow them all.

2. Please remember your water and sunscreen. Although I try to send both out to large calls, it is not always feasible. Be safe and pack your own. ALWAYS. It is getting very hot again and dehydration is an issue.

3. Shorts are ok, but make certain you are aware what venues you CANNOT wear them to. You will get sent home.

Thank you all. ---Clear

## Marlies Meinhold

### Marlies Notes

Well it's that time again, I have decided to write my this months newsletter article on the 619 Phone (again) and Time Sheets

I have been noticing that people have not been calling their hours in, nor signing in or out, so I have a little story for everyone:

#### Signing In and Out:

If you don't, YOU WILL NOT GET PAID.

If I can't read your name on a sign in sheet, YOU WILL NOT GET PAID.

I have also been noticing people sign in and out twice for the same shift. If this continues, guess what YOU WILL NOT GET PAID.

If you don't sign in and out, I will not know to bill the customer for your hours.

So the moral of this story is: YOU WILL NOT GET PAID.

So don't get mad at us, when YOU DON'T GET PAID, because it will be your fault

If there is more than one person at a shift, there will be a sign in sheet.

If the account is an STO there is a sign in sheet. If there is a sign in sheet, and you do not fill out the sign in sheet for your hours guess what..... YOU WILL NOT GET PAID. Even if you called the 619 phone, if you don't sign in and out YOU WILL NOT GET PAID.

If you are a supervisor, and you don't feel like doing a sign in sheet .....YOU WILL NOT GET PAID, nor will all the employees working with you. When the employees call to ask about their hours I will refer them to you.

If there is equipment at an event, there will be a sign in sheet.

Sign in Sheets must be turned into

the office by Monday Morning. With the exception of USAC, Chase, Cricket and Dodge Events - These events must be turned in the following morning by 8:00am

602-619-TEAM - This number is a cell phone.

This is a number that you call when you report to a shift and get off a shift ONLY.

If you do not call when you are done..... YOU WILL NOT GET PAID

The only time you do not have to call this number is if there is a

T.E.A.M. Manager present or a T.E.A.M Supervisor. If you are a

T.E.A.M . Manager or Supervisor it is your responsibility to call for your

whole group. If there is no sign in sheet present, then you better

make sure that the hours are being called in. This number is not a sign

sheet, unless you do not have a sign in sheet. If you fail to sign in

and out on your sign in sheet, guess that, you will not get paid. If you fill

out a payroll protest, the correction will not be made until next payroll.

Calling 602-619-TEAM for any other reason will lead to disciplinary actions.

This number is NOT the number you call to call off/cancel a shift.

This number is NOT the number you call to ask about your evaluation.

This number is NOT the number you call for scheduling.

This number is NOT the number you call for directions.

Phone number clarification: Office (Hours 10:00 am 6:00pm): 480-829-TEAM (8326)

Scheduling Pager: 602-219-TEAM (8326)

If you have any questions or concerns, please feel free to call me at the office.

So did we get the moral of the story.....

Have a great month!

# Richard "Taz" Zahn

## TAZ TOOLBOX

When we are open to learn, our wings spread farther than we can imagine.

His name is Bill. He has wild hair, wears a T-shirt with holes in it, jeans, and no shoes. This was literally his wardrobe for his entire four years of college.

He is brilliant. Kind of profound and very, very bright. He became a Christian while attending college.

Across the street from the campus is a well-dressed, very conservative church. They want to develop a ministry to the students but are not sure how to go about it.

One day Bill decides to go there. He walks in with no shoes, jeans, his T-shirt, and wild hair. The service has already started and so Bill starts down the aisle looking for a seat.

The church is completely packed and he can't find a seat. By now, people are really looking a bit uncomfortable, but no one says anything.

Bill gets closer and closer and closer to the pulpit, and when he realizes there are no seats, he just squats down right on the carpet.

By now the people are really uptight, and the tension in the air is thick.

About this time, the minister realizes that from way at the back of the church, a deacon is slowly making his way toward Bill. Now the deacon is in his eighties, has silver-gray hair, and a

three-piece suit. A godly man, very elegant, very dignified, very courtly. He walks with a cane and, as he starts walking toward this boy, everyone is saying to themselves that you can't blame him for what he's going to do.

How can you expect a man of his age and of his background to understand some college kid on the floor?

It takes a long time for the man to reach the boy.

The church is utterly silent except for the clicking of the man's cane. All eyes are focused on him. You can't even hear anyone breathing. The minister can't even preach the sermon until the deacon does what he has to do.

And now they see this elderly man drop his cane on the floor. With great difficulty, he lowers himself and sits down next to Bill and worships with him so he won't be alone.

Everyone chokes up with emotion. When the minister gains control, he says, 'What I'm about to preach, you will never remember. What you have just seen, you will never forget.'

Sometimes you are the only one to make a difference. TAZ

## TAZBOX

Perspective: It is truly in the eye of the beholder, or is it? How would you feel if something you had planned, made arrangements for, spent time and money on, thought constantly about the outcome so you could achieve it through your actions and at the very end, something so breath taking completely throws you out of sorts. Nothing even close to what you had thought, even planned or

possibly imagined. However, this was not a bad thing. It was something to be embraced, something to hold onto for a life lesson!

Before reading the below story, close your eyes, clear your mind, then read and absorb it into your thought process never to be the same person. Ever! Again!

One day, the father of a very wealthy family took his son on a trip to the country with the express purpose of showing him how poor people live.

They spent a couple of days and nights on the farm of what would be considered a very poor family.

On their return from their trip, the father asked his son, 'How was the trip?'

'It was great, Dad.'

'Did you see how poor people live?' the father asked.

'Oh yeah,' said the son.

'So, tell me, what did you learn from the trip?' asked the father.

The son answered:

'I saw that we have one dog and they had four.'

We have a pool that reaches to the middle of our garden and they have a creek that has no end.

We have imported lanterns in our garden and they have the stars at night.

Our patio reaches to the front yard and they have the whole horizon.

We have a small piece of land to



# POST ORDERS

live on and they have fields that go beyond our sight.

We have servants who serve us, but they serve others.

We buy our food, but they grow theirs.

We have walls around our property to protect us, they have friends to protect them.'

The boy's father was speechless.

Then his son added, 'Thanks Dad for showing me how poor we are.'

Isn't perspective a wonderful thing? Makes you wonder what would happen if we all gave thanks for everything we have, instead of worrying about what we don't have.

You have a second chance, don't waste it! TAZ

### TAZ THOUGHTS

Everyone makes a choice. What one's have you made?

## Frank Herbert

First things first....As most of you all know by now, I have taken over as the Manager of Human Resources. Along with this new title I am also taking on the duties as the Training Coordinator. Many of you have been asking about additional training...

TRAINING, TRAINING, TRAINING.... We have a couple of classes that are now being offered on a regular basis and more in the works. Please check my article every month for the dates and times of the classes. So without further adieu here is the Training schedule for April 2008:

Report Writing – Wednesday April 9th , 1200 to 1330 and 1800 to 1930  
Quad Class (Vehicle Certification) – Wednesday April 16th , 1800 to 2000  
Radio Class – Tuesday April 22nd, 1200 to 1330 and 1800 to 1930  
Alcohol / ID Class – Wednesday April 23rd , 1800 to 2000

Training is not paid time, but you are not being charged for it either. Some of our training we have to pay the instructor. We look at it as we are investing time and money into the development of you as a guard and it will pay for itself by having quality guards on posts. However, scheduling for a class is the same as scheduling for a shift. The instructor (mostly me) is taking time to be here to provide you with the training you need. At the very least, I expect that you take it seriously and be there if you say you are going to be there. Company policies will apply to No Call/No Shows to training events as well.

We are working on developing more training classes including but not limited to Advanced Training, Armed policies, and Taser Certification training...

Yes, you read it correctly. We are developing a Taser certification program which will be available to employees who meet our requirements and have gone through the selection process. If you are interested in becoming Taser Certified, please send me a letter (e-mail [frank@teamsecurity.net](mailto:frank@teamsecurity.net) or hand written delivered to the office) and you will be considered for the program.

Another class that we are currently offering on a quarterly basis is the TEAM Anti-Terrorist Training (TATT). This class is a 3 phase course which covers Terrorism, it's elements, it's tools, and the identification of potential terrorist activity. If you sign up for this class you need to commit to all 3 phases of the class. The full version of

this class was put together by the Department of Homeland Security and the University of Nevada Las Vegas (UNLV).

Well...I think that will about cover it for this month. I look forward to seeing you all in class and in the field. Remember that it's getting hot out there...so bring lots of water and your sun block.

## Jeff Swanson

By the time you read this, Easter will have come and gone. It amazes me every year how Easter, (along with several other holidays) has become so commercialized. Kids only know of the Easter Bunny with a basket full of candy, dying and finding eggs, and big meals. What about the real reason for Easter? As I reflect on my life, the good and the bad, I find myself thinking about people in my life that I don't so much care for, but are unavoidable. Kind of like the "black sheep" that every one of us has in there family. If they were not family, you would not necessarily choose to associate with them, but you grin and bare it because you feel you have to. With Easter coming up, I started thinking about those people and WWJD? Wow, I started feeling really ashamed and guilty. I have been blessed so many times that I lost count years ago. Don't get me wrong, life has not been perfect and growing up with my family was no holiday, but shame on me for forgetting my blessings. If you really think about people that you don't care for, you will realize that there has to be a reason. Maybe they are unhappy, maybe they don't know how to be happy, maybe they are going through a rough time, maybe life did not turn out the way they had hoped and they



cant handle it, maybe they are insecure about the way they look, maybe they think everyone is out to get them, maybe they just have different opinions than you, maybe they lost there faith, or maybe they never found there faith. Who knows? Well, we all know who knows. But as humans, we may never know. What we do know is each and every one of us makes a choice about how we are going to act while we are here on mother earth. Petty fighting, bickering, talking behind others backs, treating people disrespectfully, no matter how other people act, YOU have a choice. Do you understand the phrase "turn the other cheek"? If not, do some research, you will be surprised. I don't know that I will ever be able to "Forgive and Forget" for some of the things that have happened in my life, but I do know the difference between right and wrong. I know that when you try to do the right thing, what ever it is, even when you don't want to, you sleep better at night. There is a reason. If you don't understand what I have written, I will pray for you. If you do understand, take a look at your life, how you act, what you say and what you do to the people that are in your life. Then ask yourself, are you proud of the way you acted, or did you slump to someone else's level? More important,,, what would Jesus have done if he were in your shoes?

I wish all of you the best. Happy Easter and stay safe out there, Jeff

## Ashleigh Gaylord

Hello everyone! Hopefully I find you all doing well. We just wrapped up our first Cricket show and boy was that fun. The weather was pretty much perfect and the crowd wasn't too bad either. I was glad to be able to hear Mute Math as they are

one of my favorite bands!

I've already spoken with several of you about STO accounts as that is now my realm, and I'm always looking for more candidates. If you are interested in a permanent schedule please give me a call and let me know. As with anything, there is a process that I will follow and requirements for you if you are interested, so it will take some time. It won't happen at the snap of my fingers. One of the things you can do to get ahead of the game is to attend both the radio and report writing classes. These classes are REQUIRED in order to get an STO account and have you paperwork processed.

The reason it may take some time is because we need to make sure you are serious about wanting to work the account and know that you will be responsible and do a good job. We want to put our best foot forward as a company and that means sending our permanent clients the best employees that we have. If you work the account for a month or so and do a good job, we can get feedback and move on from there. Ultimately, the decision is yours because your destiny is in your own hands.

Just keep that in mind. You control your actions and the outcome that they create. Don't live in the slavery of your surroundings or the mental archetype that society and past experiences have engrained within you. Everyone has the power to change, and everyone has room for improvement. Set a good example and be a leader in such a way that you inspire people to do a good job and be the best they can be. This comes from being patient, understanding, compassionate, empathetic, and willing to share your knowledge. We can't raise the bar alone. We have to work together. That is why we are called T.E.A.M.

Take care and stay safe!

## Jared Evans

### The Top 15 Ways Hong Kong Disneyland Differs From Other Disney Parks

15. You're welcomed to the park by Mickey Maoist.
14. You go on a ride, then an hour later you want to go again.
13. They've replaced Whack-a-Mole with Nail-That-Sticks-Out-Is-Hammered-Down.
12. Haunted House now known as Visit to Honorable Ancestors' House.
11. The nightly Main Street Parade features pro-democracy demonstrators getting mowed down by tanks.
10. New ride: "It's a Small Family."
9. All American-made toys recalled from gift shop for lack of lead based paint.
8. Donald Duck has been replaced by General Tso's Chicken.
7. Tomorrowland is nothing but a big map of the world with word "Ours" written across it.
6. Goofy bears an amazing resemblance to George W. Bush.
5. The scariest ride: Nearly-Out-of-Space Mountain.
4. "If the tallness doesn't adequate here, you'll forbid the ride Mountain of Splash."
3. Fantasyland features free speech, fair elections and forks.
2. Let's just say the Pluto Burger has a little bit of Pluto in every bite.

and the Number 1 Way Hong Kong Disneyland Differs From Other Disney Parks...

1. Special family rates: First child gets in free; second child gets you arrested.



# Mick Hirko

To begin with, I would like to share with you our two newest accounts with you, which both make me very proud. The first, starting April 9th is the Jobing.com Arena, home of the Phoenix Coyotes, we will be providing barricade staff for their concert events. So, if you want to work out there, you better start eating your Wheaties. We are very pleased to be invited into their building.

The second one is a bit closer to home, and makes me very, very proud. Starting the middle of March, we are providing armed guards to protect the City of Tempe City Hall. Congratulations to Walter Miller and Dave Ellis on this assignment. Make us proud.

In the coming weeks there are a ton of festivals and special events, from the Tempe Music Fest to the Tempe Arts Festival, Arizona Pride, Country Thunder, McDowell Mountain Music Festival, to mention a few of the biggies, Avenged Sevenfold and Bon Jovi (no, not on the same ticket) at Jobing.com, Jay-Z and Mary J. Blige at USAC, the Diamondbacks are back at bat, the Suns are going to the play-offs, Muhammad Ali's Fight Night is around the corner, Dodge Theatre is heating up with a ton of shows, a wonderful season out at Cricket Pavilion is coming ... And that is just for starters! You name it, and we are all part of it. It is gearing up to be a long summer with a ton of great shows, fun events and lots of work ahead of us.

Also, with all these events there will be a whole bunch of new training opportunities. Frank Herbert, among his new responsibilities will be heading up a lot of the new training curriculum. He and Marianne Morison are getting Taser certified, and will be training initially

our armed guards, but also a whole new class of candidates in the use of Tasers. These selected guards will be working either with the armed guards, or at new accounts, for clients that are looking for a bit more extensive security. It is a partnership with Taser that we are undertaking, to market a new level of training and extra tools. It is a great opportunity for those of you that are looking for some additional training, or thinking about joining the armed program in the future. Currently Frank is interviewing candidates. The top candidate in every class gets to Tase Clear.

I recently read that there is proposed legislation in front of Congress, to make English the official language of the United States. This is not the first time it has come up, and I have no idea how you feel about the issue, or how you feel about pressing one for English. What I think is funny, is that because of current Federal law, the proposed legislation has to be printed in English and Spanish for public distribution. In other words, the law that would put an end to having everything printed in two languages has to be printed in two languages. That's what you call Irony. I just could not resist sharing that, but I see humor in strange things, like the esteemed Reverend Wright calling me a racist. I watched the whole DVD of sermons and could only see one racist. Again, that is what I call irony.

Got to keep it short this month. Lot's going on, and there is much to do. If Jared had just listened to me and hired 30 new employees a day... Hey! Be safe, keep the Peace and I'll see you out there!

Mick Hirko

President  
T.E.A.M. Security  
[www.teamsecurity.net](http://www.teamsecurity.net)

## reminder:

**It is now ok to wear shorts to outdoor accounts. However; shorts are NOT allowed at USAC, Chase Field, Dodge Theatre, the Brickyard or any City accounts. Please check with scheduling if you have questions**

# "A TEAM OF ONE" "THE ADVENTERS OF BUTCH"

A JOHN HINZELTON CARTOON 3/14/08

MARYVALE, AZ THE SPRING TRAINING HOME OF THE BREWERS BASEBALL TEAM AND UNDER THE PROTECTIVE EYE OF BUTCH!

UNKNOWN TO MANY, IS THE FACT THAT BUTCH IS A GRAND-MASTER IN A MARTIAL ART CALLED FUK-U-UP.

YOU'LL WHAT TO GO IN THERE? YOU GOT TO GO THRU BUTCH...



ALSO, DON'T THINK BECAUSE BUTCH IS IN A WHEELCHAIR YOU CAN OUT RUN HIM! HE OWNS LAND AND SEA RECORDS FOR SPEED!

UNDER BUTCH'S COMMAND ARE THE TOUGHEST ON THE TEAM SECURITY.

ONE OF THE GIRLS ON BUTCH'S STAFF USES THE GOOD BOOK TO KEEP PEOPLE IN LINE!



WHEN FANS HAVE TOO MUCH TO DRINK, BUTCH HAS A UNIQUE WAY TO TAKE THERE BEER AWAY!

YOU KNOW THAT QUOTE "AN ARMY OF ONE" YUP... THEY STOLE THAT FROM ME! SO COME ON OUT TO MARYVALE! I MIGHT EVEN LET YOU KEEP A BALL! MIGHT...



John Hinzelton 3/14/08