



T.E.A.M. CENTS March 2008

Fourteen Years and Counting

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March 1-31 2008

Volume XVII Issue 3

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

in like a lion...



...out like a lamb

March 2008

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	ALL EMPLOYEES ARE REQUIRED TO WORK ONE SHIFT ON BLACKOUT DAYS!!					1 Dodge - Hawk Nelson
	2 Dodge - Dare to Share	3	4	5	6	7
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16 Dodge- Cirque Dreams	 17 CRICKET: Alanis Morrissette & Matchbox 20 St. Patrick's Day	18 Dodge- Cirque Dreams	19 Dodge- Garrison Keillor	20	21	22
23 EASTER 	24	25	26	27	28 Tempe Arts Festival Tempe Music Fest 29 Tempe Arts Festival Tempe Music Fest	
30 Tempe Arts Festival	31	<u>Training Classes in March:</u> Report Writing: Radio Usage: Quad/ Vehicle Certification: Cuffs/Mace/Asp: for additional information please contact frank@teamsecurity.net			T.E.A.M. Cents encourages all staff and employees to submit an article about your work experience, suggestions and ideas. E-mail your letters to: elizabeth@teamsecurity.net Or FAX to: (480) 736-8252 Management has the right to review and approve all written material. Any article deemed inappropriate will not be published	

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anniversaries

Terrie Sears	7 years
Kathy Rice	7 years
Diane Chapko	1 year
Norris Hadley	1 year

birthdays

CHRISTOPHER HENRIKSON	3/1
TOMMY AGUILAR	3/2
WALTER MILLER	3/3
DORSEY T. BROWN	3/4
DANIELLE CHAMBERS	3/4
CHRISTOPHER CHAMBERS	3/5
AMIR DUGALIC	3/5
CHARLOTTE BARILONE	3/7
JESSICA FISHBACK	3/8
JOHN HALE	3/9
DAVE GIBBONS	3/11
LYNWOOD JONES	3/11
ANDREA SCHLAUCH	3/11
TERRIE SEARS	3/13
PAUL PIPER	3/15
ANDREW TERRAZAS	3/16
JOSE LUNA	3/19
GARY SWANSON	3/22
BRIAN JACOBSON	3/25
JONATHAN BEARUP	3/26
GINA CHAVEZ	3/27
MICHAEL CASH	3/28
RICHARD GIUDICE	3/28
LUIS BROWN	3/29
ALEX GONZALES	3/31

Elizabeth Gill

"Tact is the ability to tell a man he has an open mind when he has a hole in his head"

There is a marked difference between honesty and frankness. Everyone is keenly aware of what honesty is. (even when taking away the subjectiveness inherent in any value) It is a fairness and straightforwardness in actions and thoughts. Visions of Boys Scouts and small children come to mind. Being frank is a willingness to "tell it like it is" with no shyness of evasiveness. Both of these are values are necessary to the paideia of us as a culture, and both should be striven to, how ever each alone has their flaws, Tact is the ability to tell a man he has an open mind when he has a hole in his head" and must be moderated by that most important but oft forgot trait of TACT.

On a regular basis in our jobs we will be forced to deal with conflict. (and this is by no means specific to the security industry) As such, developing tact will most likely aid you in 90% of adversarial situations. It doesn't take a rocket scientist to figure this out. Use Cricket as an example. Honesty will have you telling the person (while still in the house) "yes, you are being kicked out." Frankness would utter "yes, you are being kicked out because you are a moron who thought dumping beer on the heads of the complete strangers in front of you, because you are 20 and your friend bought you a beer, did I mention your a moron, was your brightest idea EVER and yup, liquor control wants a word too." Both of these are going to lead to a SITUATION. Trying tact a bit might lead you to the "Hey, can I talk with you a minute over here, where it is

a bit quieter, and see if we can resolve this?" All three scenarios will ultimately lead to the same conclusion, but one of there does it discretely, respectful of the other parties, and with out the histrionics in the public view .

Now, I know this concept it discussed thoroughly in orientation, but I feel often as though people are missing the basic premise of tact. See, simply saying "I am an honest person" isn't enough. So you must have honestly wanted to embarrass and start a drama? And being frank certainly isn't close to enough, as being frank with out tact and diplomacy is, well, being callous and not accepting responsibility for your words and their impact. Being hurtful and/or cruel to someone for no other reason than "I am an honest or frank person" is dumb, disrespectful and needless. Tact is an ability to communicate the same information, but in a humane and reasonable way. It is truly a feat when you get the drunk moron to decide on his own that he IS indeed a drink moron and is sorry fro inconveniencing you.

Tact is a skill, a sense of grace and diplomacy. It truly involves putting yourself in someone else's position and recognizing how you would need to have something told or explained to you. Tact will naturally de-escalate scenarios.

As we enter another season of festivals, concerts, events, etc., I strongly urge you to conduct yourselves with honesty, integrity, frankness, and most of all, respect, fairness and TACT. I assure you will have happier shifts, and I will have fewer angry day after phone calls.

Take care,

Richard "Taz" Zahn

TAZ THOUGHTS

Eighty percent of success is showing up!

-Woody Allen

TAZBOX

There always comes a time when you ask yourself questions about life: why, how, when, where, what...most of the time we don't come up with an answer.

Maybe you can answer some of the ones below...enjoy.

Life's important questions:

Why do they call it a TV "set" when you only have one?

When it rains, why don't sheep shrink?

If a firefighter fights fires, a crime fighter fights crime, what does a freedom fighter fight?

Why isn't phonetic spelled the way it sounds?

How does the guy who drives the snowplow get to work?

If you're driving at the speed of light and turn on your headlights, what happens?

Why are cigarettes sold at gas stations where smoking is prohibited?

If a cow laughs, does milk come out of its nose?

Why are there interstate highways in Hawaii?

You know that indestructible black box that is used on airplanes? Why don't they make the whole plane out of that stuff?

Why do you need a driver's license to buy liquor when you can't drive and drink?

Most packages say "open here," but what is the protocol if it says "open somewhere else?"

Why is brassiere singular and panties plural?

If con is opposite of pro, is Congress opposite of Progress?

Why do we drive on parkways and park on driveways?

Why are there flotation devices under the seat of planes instead of parachutes?

Why is it that when you transport something by car it's called a shipment, but when you transport something by ship it's called cargo?

What does Geronimo say when he jumps out of an airplane?

Have you ever imagined a world without hypothetical situations?

Why are they called apartments when they're all stuck together?

Why do they put Braille dots on the keyboards of drive up ATM's?

If they squeeze olive oil out of olives, how do they get baby oil?

If 7-11 is open 24 hours a day, 365 days a year, why are there locks on the doors?

Why do you press harder on the remote control when you know that the battery is dead?

Why are there 5 syllables in the word "monosyllabic"?

If all those psychics know the winning lottery numbers, why are they all still working?

Doesn't expecting the unexpected make the unexpected become the expected?

How can you tell when sour cream goes bad?

Where would we be without rhetorical questions?

Why is the word "abbreviation" so long?

And now you have more to answer for.....or answers for more. TAZ

TAZ TOOLBOX

We rarely get a chance to see another country's editorial about the USA. Read this excerpt from a Romanian Newspaper. The article was written by Mr. Cornel Nistorescu and published under the title 'C'ntarea Americii, meaning 'Ode To America' in the Romanian newspaper Eveniment ulzilei 'The Daily Event' or 'News of the Day'

-An Ode to America -

Why are Americans so united? They would not resemble one another even if you painted them all one color! They speak all the languages of the world and form an astonishing mixture of civilizations and religious beliefs.

Still, the American tragedy turned three hundred million people into a hand put on the heart.

Nobody rushed to accuse the White House, the Army, or the Secret Service that they are only a bunch of losers. Nobody rushed to empty their bank accounts. Nobody rushed out onto the streets nearby to gape about. Instead the Americans volunteered to donate blood and to give a helping hand.

After the first moments of panic, they raised their flag over the smoking ruins, putting on T-shirts, caps and ties in the colors of the national flag. They placed flags on buildings and cars as if in every place and on every car a government official or the president was passing. On every occasion, they started singing: ' God Bless America!'

I watched the live broadcast and rerun after rerun for hours listening to the story of the guy who went down one hundred floors with a woman in a wheelchair without knowing who she was, or of the Californian hockey player, who gave his life fighting with the terrorists and prevented the plane from hitting a target that could have killed other hundreds or thousands of people.

How on earth were they able to respond united as one human being? Imperceptibly, with every word and musical note, the memory of some turned into a modern myth of tragic heroes. And with



POST ORDERS

every phone call, millions and millions of dollars were put into a collection aimed at rewarding not a man or a family, but a spirit, which no money can buy.

What on earth can unite the Americans in such a way? Their land? Their history? Their economic Power? Money? I tried for hours to find an answer, humming songs and murmuring phrases with the risk of sounding commonplace, I thought things over, I reached but only one conclusion... Only freedom can work such miracles.

Cornel Nistorescu
The only remark I can add, *remember, always continue to remember.*
Thank you TAZ

Jeff Swanson

Well it's been a couple of months since you have heard from me back in the warehouse. We have been really busy trying to keep up with all the different events that are going on. For every event that the company works, we have to pack, inventory, track down, unpack and re-inventory all the equipment that you use. Then we have rentals that go to many events.

Everything from Bike rack to Stage Barricade. As if that wasn't enough, we also run the AAS crews that do event labor and clean up. In between, we try to keep up on the upkeep and repairs of the equipment. This makes for some really long days.

Currently the warehouse crew is Vinnie, Ivan, Andrea and when we can steal him, Ray. This is the strongest crew that we have ever had working in the logistics department all at once. With out them, we would never have made it

through New Years Eve, let alone Super Bowl. I want to say thank you to all of them for there hard work, commitment and the sacrifices that they have made recently.

I would also like to request help from all of you in the field. It is very helpful that when you get your equipment you try to return it as close to the same way as you received it. When we get the equipment back and it is a big jumbled mess, not only can it damage the equipment, but it takes us longer to check it back in. Remember, by signing for equipment for an event, YOU are excepting responsibility for the way that equipment is being used and for it's safe return. We also need to know if there is a problem with any of the equipment. For example, if you have a radio that is not receiving, by putting a full sheet of paper in the bag with the radio, (maybe wrapping it), with a note that says that it is not working properly and letting us know what is wrong, such as "not receiving" it will really help us to know that we need to check and maybe repair that radio, (or other piece of equipment). If we do not know that there is a problem, there is a good chance that you, or one of your co-workers will receive that same piece of equipment (un repaired) in another order. We are always open for suggestions. If you feel that there is equipment that would make your job easier that you are not receiving, please let someone in the office know.

Depending on the request, (I can't guarantee that you will get the quads in Coolidge because it is muddy and off road), but your request will be taken into consideration.

I hope all of you are having a great time working for TEAM. TEAM has always been one of the few companies that you get out of it what you put into it.

Word of advice, make the most out of it!

Stay safe out there!
Jeff Swanson

Kendra Whitham

Hey Everyone!!
So I've worked here 6 months now and ever since I started Elizabeth Gill has been nagging me to do this so here it goes. I guess I'll start by saying how much I enjoy each and everyone of you! Each person in this company is unique and I have really enjoy getting to know you all. Just a note: On payday, when asked to go outside please do it, everyone knows that checks don't come out until 4 o'clock and in the mean time I have work to do! Thank you all for being so wonderful! =)
Kendra

Frank Herbert

Hello everybody:
March is here and again I am left wondering where the last 2 months have gone. Festival season is here and the Concert season officially begins as well. This month we also have St Patrick's day and we will be busy. So be prepared to pick up some late shifts. It falls on a Monday so for those of you with other jobs, if you can make arrangements to be available early in the afternoon that would be a tremendous help.

So lets talk a minute to the supervisors....Equipment and Sign-in sheet are getting to be an issue again. Sign-in sheets need to be turned into the office as soon as possible, but no later than 0800 the following Monday. Marlies needs these in order to do the

billing for the clients. Equipment needs to be back as soon as possible. Preferably the next business day. Special event equipment orders need to be broken down. Shirts washed and equipment repaired and returned to the shelf for other events. STO boxes need to be broken down, cleaned, and restocked so that it is ready for the shift the following week. Turning in your box on Tuesday and expecting it to be ready for pick up on Thursday doesn't give the warehouse a whole lot of time to do all of this if we have a busy weekend coming up. So please make sure that you turn all of the equipment and paperwork as soon as possible.

We only have a couple of months of the moderate weather left before it starts heating up again. so make sure that you are preparing yourself for the summer months. Remember to bring water and SUN-BLOCK. We'll see you in the field.

Frank Herbert

"I am rather inclined to silence, and whether that be wise or not, it is at least more unusual nowadays to find a man who can hold his tongue than to find one who cannot. - Abraham Lincoln

Ashleigh Gaylord

Hey guys, hopefully you are all doing wonderful. Just to let you know what's going on in the world of T.E.A.M., I have been given a new position. The lovely Deb will now be

helping Carolyn schedule you. My commitment to all of you will not change, but my responsibilities will be different as I will be working more closely with some of you in the STO world. I hear a lot of people ask about permanent shifts, and so here is a little bit of information about that program.

In order to obtain a permanent schedule, you need to demonstrate leadership and good work ethics. This entails working various shifts so you can show us what you got. Having an STO is a privilege, and you will be held to a higher standard. Because of this, our STO guards need to emulate professionalism, and raise the bar for the other guards. Once you have demonstrated these qualities you will be eligible for an STO. If you are interested in a permanent schedule, please speak with the schedulers and let them know.

I'll sure miss talking with all of you on a regular basis and seeing your faces in the office so frequently. I promise I won't be a stranger. And of course, I'll still see you in the field!

Next month is going to be busy with all the St. Patty's day stuff going on, and St. Patty's day is a BLACKOUT, so don't forget to mark that on your calendar! I'll see you out there.

Marlies Meinhold

Marlies' Notes

TAXES, TAXES, TAXES, I have decided to put help out, for anyone who needs help doing their taxes. I will help any T.E.A.M. employee do their taxes at not charge. Please call me and make an appointment with me.

Jared Evans

The Top 5 Signs Your SUV Is Too Damn Big



1. Your kids refer to riding the bus to school as "downsizing."
2. Your buddy riding shotgun is in a different time zone.
3. Mortgage payment = \$2200. Texaco card payment = \$2201.
4. Before go you out, you have to file for a parade permit.
5. The fuel gauge doubles as a fan.



Carolyn Elslager

Greetings from the scheduling department!!!
 As many of you have noticed we have been going through some changes in the scheduling department. A few new schedulers have come and gone, but we now have one that will stay!!

Let me take a minute to introduce Debra, "the new scheduler", I know you are all thinking how did we convince her to take the job! LOL! She is from Tucson and is new to the security business. She is unbreakable; I know that I have broken the last 3 or so! I know that she is unbreakable as she and I have a previous work history together, I didn't break her then, I won't break her now! Be kind to her when she calls you to schedule or to make adjustments to your schedule. She is still in the learning phase. It takes a minute or two to learn everyone's schedules and all there is to know about each of the accounts.

Please forgive me if you have not received a phone call for scheduling. I have been alone and well.... Just a bit overwhelmed!!

February was a slow month for events but that is past us now... things are picking up and we will be busier then ever, so those of you the scored some much deserved time off.... Those days are over!!! Let's get back to work!

I as always want to express my

gratitude and appreciation to each and every one of you that make my job a pleasure. Yes, it is stressful, but a pleasure in spite of the stress!

Well I guess I will bring this to a close, just remember when I call and I tell you I am begging and belly crawling for you to take a shift..... I AM SERIOUS!!!!

Enjoy the great weather.... The heat is coming!!

Carolyn

www.teamsecurity.net
 or
**www.myspace/
 team_security.com**

Heads Up

Shorts season is just around the corner....

MARCH 21st.

However, please remember that some accounts do not allow shorts, ever (USAC, Chase, etc.) Please confirm dress code with the scheduling department when you accept a shift, to ensure you are uniform compliant.

Also, shorts must be of a professional length. No Daisy Dukes, no Capri's, simply standard just above the knee functional shorts. And as always shorts must be black.



Mick Hirko

Hello? Anyone out there? Hard to believe that the whole Super Bowl fest has been over for several weeks. It has been a long couple of months, and with the exception of Carolyn continually breaking new schedulers and Clear breaking Jared, most everybody is still sane. (Or at least not any more insane than before all this began.) I at times have to ask why it is that everyone plans their events on the same day. Taz is quick to point out that if that was not the case, then others might be able to do what we do. Naaah! We are too good at what we do, thanks to all of you. It was the sheer determination, dedication and hard work from all of you that got us through the past several months. It was totally those qualities that carried us through Super Bowl Saturday night and I thank you all for that hard work.

Most every month, I spend at least several hours pondering if I should write about the continuing misadventures of Clear Consommé and her daughter Crystal Clear, the demonic plans of Grandon and his evil office manager Biffany to see how hard and hot they can make the outdoor shows without any of our staff becoming victims of spontaneous combustion, about the newest Keystone Kop routines of the TSA (They are my favorite. Did you hear how recently a bunch of them got arrested at the Atlanta Airport for smuggling HUGE amounts of cocaine through the checkpoints. Seems that no one was checking on whatever the TSA pinheads were carrying though), or sharing some of my beliefs in the good of our county with you. This month, I would like to revert to some of OUR core values, as a company. You often hear words like honesty, integrity, honor and morality. They are not just words.

They mean something. To me, they mean much of what I grew up with, what my parents taught me and exposed me to. My father was a career Army officer, and honor and discipline were a part of his life. He grew up in a different time than I did, and I grew up in a different time than you did, but one thing I definitely have to agree with my parents on is that newer does not make better. Our world is changing so rapidly. Many tools and conveniences we now completely rely on were not even dreamed of 20 years ago, let alone a life time ago. We communicate differently (heck, half out you get scheduled by us via text messages), we get out information differently (newspapers and network news are dinosaurs) and many items that were science fiction when my parents were growing up are absolute necessities now. We did not have cell phones, TV's in cars or on phones, computers, the internet, so many things that are just a way of life. We still had vinyl records, and did not even have videos until I was in college. If you wanted to see a movie, you caught it in the theatre, as a re-release, or waited until a really badly butchered version of it showed up on TV. Wasn't that long ago, but a long way to video on demand and DVD rentals in front of the Circle K.

My point is we live in a changing world. Things go faster, there are more choices, more information, more distractions (A.D.D. has become a lifestyle, not a disability) and it becomes harder and harder to keep up. With that, there are changes in acceptable behavior and etiquette. You used to not call someone after 8 o'clock at night. You did not watch TV at the dinner table, it was not unusual to call someone,

and not get a return call until the next day, you did not have caller ID, so you answered every call. The world did not end if you were not able to get a hold of someone in ten minutes. You went to work because you had to, not because another choice seemed more advantageous at the time. If someone asked you about something, you told the truth. It was manners, morality and honor. Times may have changed, but we should have the same values. There are 2 BILLION more people on this planet than when I went to junior high school. Does that mean a human life is worth less? Gas is 5 or 6 times more expensive than when I started driving. Is it suddenly worth so much more or so much better? Gas is a quantification of supply and demand. Personal values never are. They should always be the same. Just because the world is more hectic, we should never forget the importance of politeness, consideration the true value of things and a sense of appreciation for what is in our lives, be it people, things or the value of a dollar. A dollar is worth something. It is not suddenly worth less simply because you want more of them. That just means you have to work harder and more to get more of them.

The values your parents learned and taught you are the same values that you must pass on to your children. We value respect, tolerance, ethics and honesty. Demand them in your life, and pass them on to others. Take nothing for granted and be thankful for what you have. In all walks of life.

I sometimes have to smile when Taz answers his phone with "Great Day". He made a choice a long time ago, and he lives with that choice. That choice was optimism and a positive outlook. We all make choices and it is not easy to always



make the right ones, but if proper values and morals are your guiding light, you will rarely go wrong. We as a company cannot demand morality but we do expect it. There are certain aspects we do demand: You might make a mistake or goof up. As long as you tell the truth, you will move forward. Do not lie. Make decisions based on right or wrong. Stealing because you can is wrong. Stealing is wrong. Doing something because you can get away with it versus it being the right or wrong thing to do – always go with the right thing. It is ultimately always more rewarding, and doing the wrong thing will ALWAYS come back to bite you in the butt. There are daily situations where we all have to choose between right and wrong, at work and in our private lives. The absolutes you set in your life are what will carry you forward, and if you have no values, you have nothing in life, and life itself will be very unfulfilling. Understand the difference between right and wrong, and that they are pretty black and white. Lying to Carolyn why you cannot work might seem insignificant to you, but it is part of moving the goal post. How can Carolyn trust you to watch a multimillion dollar piece of equipment or a tent full of cool things, or even have you control who can go in someplace and who can not, if you cannot be trusted to tell the truth? He who lies will steal. He who steals lies about what he stole. He who steals will eventually end up in jail. So, the next time you call off a shift, and Carolyn tells you that you will you will end up in jail, you now know why.

We are entrusted with the protection and safeguarding of many things. Our clients trust us because of our values and our principles. If you have neither, you do not belong here. Remember, we will aid in prosecution, even of our own. We

will work with you in developing your ethics and values, but if those things are not important to you, you do not belong here. We all get a little tired of hearing the same sad "Grand parent" dying story. A few times it is true, and it is sad we even have to doubt it and it shocks me how many people are so calloused as to lie about the death of a relative. If you are that immoral, you do not belong here. We also get tired of the cancellations because "you have a Doctor Appointment on Sunday morning". We all know how many Doctor's keep Sunday office hours. If you are really convinced we are that dumb, you do not belong here.

If you on the other hand, believe in a difference between right and wrong, if you want to make a positive difference, if you think honesty and honor, pride and integrity are so much more than words, you very much belong here. As a company, we are only as good as our employees, and we are truly blessed by so very many of you that care, that every day do the right thing, that care and have pride in the job you do, and I thank you for that. I hope we can be a positive influence in your lives, because you are in ours and in many others. It is the best of what we have as a country, as a people and as an organization, and you make me very proud.

In speaking about these values, there was an attempt to blackmail me into writing something into the newsletter that simply was not true. I can not tell a lie, and I am not going to start here and now. I am sure that in spite of that we will have a great season out at Cricket, and Clear will come to the realization that trying to get me to lie is not the answer to her doing a good job as our backstage supervisor. There are a lot of great

events coming up, a ton of great shows at Dodge and Cricket, the Ostrich Festival, the Tempe Arts Festival, the Tempe Music Festival with some great national headliners, Arizona Pride Festival, all the great St. Patty Day events, and (hopefully) Country Thunder again as well as a few other new events. It is warming up, and the festival season is almost upon us. We have had a few weeks to rest up after the Super Bowl, and in is time to get going again and have some fun. Until then, be safe, keep the Peace, and I'll see you out there.

Mick Hirko
 President
 T.E.A.M. Security
www.teamsecurity.net



Cricket Calender (as of 2/21/2008)

March 17: Alanis Morissette and Matchbox 20

May 1: Rush

May 2: Avril Lavigne and Boys like Girls

May 24: Police and Elvis Costello

May 26: Iron Maiden

June 12: Brad Paisley

June 20: Tim McGraw and Jason Aldean

June 25: Warped Tour

July 10: Toby Keith

July 19: Rockstar Mayhem Tour

August 2: Brooks & Dunn

August 15: Martina McBride

October 4: Rascal Flatts



Dodge Calendar (as of 2/21/2008)

March 1: Hawk Nelson

April 18: Margaret Cho

April 24-26: George Lopez

May 11: Celtic Women

June 6: the Cure

July 1: Robert Plant and Allison Kraus

"TEAM EXTRAS"



BEEP BEEP

If you have a commercial drivers license with a passenger endorsement, (and/or a CDL and are willing to get the P added) we might have a great opportunity for you. TEAM is looking for the right people to drive our bus and other commercial vehicles periodically. We also need drivers that can drive a truck and trailer. If you are interested, please stop by the warehouse during the week or call Jeff @ (602) 332-8326

The logistics department is looking for someone to assist with the equipment at special events. Job duties would include but not be limited to taking equipment to events, working events checking equipment out and then back in.

You must be responsible, have a clean driving record and be self motivated.

Training will be provided. With Cricket season around the corner, this is a great opportunity for someone looking to advance in the company. If you are interested and or would like more information, stop by the warehouse during the week or call Jeff @ (602) 332-8326

Security not your thing but you enjoy being at the events? What do you think about helping set-up/tear down equipment, what about clean up? Do you like your job, but wanting more hours than you are getting, and willing to work for them. If either one of these is the case, stop by the warehouse during the week or call Jeff @ (602) 332-8326 Let's talk..