

# THE

# WEISER

# LOG



The Weiser Security Services, Inc. Employee Newsletter

September 2016

## HOW MAY WE HELP YOU?



How may we help you? How can I help? These words embody Weiser Security's mission.

No business can survive without satisfying its customers. To be successful, the focus of every business must be on its customers. To be successful, the focus of every individual must be on those that the individual service.

These words "How may we help you?" remind us to focus on our customer. If we don't, our customer will find someone who will.

These words should be our watch word, our mantra. We should repeat them over and over. We should keep them in front of us at all times, attached to the phone, tablet, or computer.

None of us can succeed without helping our customer. Each of us has a different customer. Every person in the company has a customer, even if it's not our ultimate client. That is, the customer of our managers and our supervisors is you, the security officer on post. The customers of our security officer on post are the clients who pay our wages. Everyone must be satisfied to succeed. Everyone must provide customer service to be successful.

We ask that everyone read our Mission Statement and dedicate yourself to carrying out our mission by consistently asking the question, "How can I help?"

### MISSION STATEMENT

- To provide our customers with the absolute best service all the time.
- To increase our value to our customers year after year.
- To preserve profit margins.
- To retain and create jobs.

**OUR VISION...** individuals make the difference. Success depends on employees providing professional and quality customer service, who continually improve through integrity, caring and initiative.

...to exceed our internal and external customers's expectations.

...to know that how we serve our customers is crucial. We enhance relationships by being prompt, accurate, professional, and by adding a personal touch.

...to respond quickly, using sound judgement, in a creative, professional, personable manner.

...to turn problems into opportunities to provide exceptional service.

...to always look for ways to improve: to encourage innovative thinking to find and serve customers, to control costs, and to work more efficiently.

...to help employees balance commitment to work and life away from work.

...we encourage an environment where development of each individual can make a difference.

...to deliver any reasonable request, even if it's not exactly our job.

Continue reading on next page...

You can read this edition of *The Weiser Log* on [www.weisersecurity.com](http://www.weisersecurity.com) or your eHub account at <https://ehub.weisersecurity.com>.



## MISSION STATEMENT cont...

**OUR DREAM...**each employee believes customer satisfaction is the ultimate measure of one's performance.

...to think of the customer and wonder "What more can I do to serve them?"

...every minute on the job our full efforts on doing whatever it takes to please and serve our customer, even if we don't have contact with our customer.

...to understand that through diligently serving our customers each day, we earn the privilege to come back to work another day.

...all employees engage their heads, hands, and hearts in going the extra distance for the customer, to endear themselves to the customer, to create the feeling that they are our only customer.



*West Palm Beach Officer Brad Fair receives a Certificate of Appreciation from Branch Manager Bill Paul and Account Manager David Syllion*



*Dallas Officer Lasandra Neal receives a Certificate of Appreciation from Account Manager Scott Saunders*

## Security Officers of the Month

Atlanta	<b>Anselm Anokwu Chris Robinson Dorothy Barton</b>	Houston South	<b>Dave Jones Mack Bowlin Melvin Swift</b>	New Orleans	<b>Krystal Knight Mary Zapata Keyiana Salters</b>
Baton Rouge	<b>Torey Byrd David Good Beverly Seimen</b>	Huntsville	<b>Renee Falgout Gregory Caffie Kevin Gill</b>	Orlando	<b>Thirza Snelling David Gardner William Graham</b>
Birmingham	<b>Bruce Snyder Byron Jenkins James Nicola</b>	Jacksonville	<b>Donald Wells Elton Daniels Richard Wood</b>	Phoenix	<b>Claudia Acosta Stephanie Vontz Manuela Montoya</b>
Charlotte	<b>Thomas Heather Tracy Locklear Antjuan Jenkins</b>	Las Vegas	<b>John Nicastrro Victor Gustafson Jerry Barber</b>	Raleigh	<b>Penny Haynes John Starbuck Chris Gordon</b>
Dallas	<b>James Fowler Eddie Shedwick Lenise Nelson</b>	Los Angeles	<b>Peter Shearer Aricelda Gonzalez Nacole Webster</b>	Shreveport	<b>Lillian Avery Clifford Carruthers Ricky Brown</b>
Fort Myers	<b>Wesley Stuller Daniel Makowski Paul Voyer</b>	Miami	<b>Quinton Carter Tempress Givens Brian Rodriguez</b>	Tampa	<b>Larry Clark, Sr Charles Eskins Donnie Thomas</b>
Fort Worth	<b>Eddie Williams Jeff Alberico Kirhee Quarles</b>	Mobile	<b>Brian Friedman Cheryl Leytham Bruce Procopus</b>	West Palm Beach	<b>Avion Hale Brad Fair Lexus Hunter</b>
Houston North	<b>Richard Evans Marlon Cruickshank Kibunda Taylor</b>	Nashville	<b>James Carter William Cowles Lynette Johnson</b>		





## Security Officer Spotlight



*Shreveport Officer Ricky Brown*

### **Officer Ricky Brown, Shreveport**

Officer Ricky Brown was on duty in a plant building when he witnessed three contractors get trapped in a confined space. The contractors were injured and he quickly responded by contacting the emergency response team. Because of his quick actions, the contractors were rescued safely with minor injuries.

Weiser’s client at the plant stated “Ricky is the type of security officer that we appreciate and want to acknowledge for his efforts in going above and beyond the call of duty.”

Thank you Officer Brown for remaining calm and for your quick response. We are proud to have you on our team!

### **Officer Mack Bowlin, Houston South**

Officer Mack Bowlin was patrolling a pier when he noticed an odor in the air. He investigated where the odor was coming from and discovered a 53 foot yacht was on fire. He called 911 and checked to see if anyone was aboard the yacht. He grabbed a fire extinguisher and started battling the flames. Officer Bowlin was able to contain the fire before the Fire Department arrived.

His quick response and actions saved the yacht from further damage and also saved nearby yachts of any damage.

Thank you Officer Bowlin for you quick actions. We are proud to have you on our team!



*Officer Mack Bowlin being presented Officer of the Month Award by Account Manager Bill Squires*



*Jacksonville Officer Donald Wells is named Officer of the Month in July*



*Officer Terri Boyer, Captain Patty Burris, Branch Manager Emily Wahl, Corporate Compliance Director Matt Patin and Officer James Jordan at a Mobile Branch Training Session*

### **Weiser Ambassador Program and Contest**

Ambassador is defined as “a person who acts as a representative or promoter of an organization.”

Weiser Security would like all of our employees to be Ambassadors by helping us with two things: Finding applicants to be great employees and new business.

Not only do you get paid for referring new employees and new business, but for every person hired and every job sold, your name is entered in a drawing to be held December 1, 2016. There will be three prizes given at the end of the year:

**First Place - Gold: \$1,000**

**Second Place - Silver: \$750**

**Third Place - Bronze: 1 week paid vacation**

Ask your local branch for more information. Good luck and thank you for being a Weiser Ambassador.



## Anniversaries

July - September 2016

### 26 Years

Sherman Calvert Jr, Houston S

### 25 Years

Dorothy Ferrand, New Orleans

### 23 Years

Lisa George, Dallas

### 22 Years

Jack Randolph, Mobile

### 21 Years

Syed Hussain, Houston N

### 20 Years

Donnie Thomas, Tampa

### 19 Years

Angela Greene, Orlando

### 18 Years

Donna Adams, Houston S

### 17 Years

Greg Dahlgren, Orlando

### 16 Years

Johnny Thomas, Houston N  
Edward Roosa, Tampa  
Valentin Rosenfed, Tampa

### 15 years

Randolph Raley, Charlotte  
Patricia Mudge, Ft Myers  
Patricia O'Neal, Houston N  
Gale Celestine, Houston S  
Reginal Dagg, Houston S  
Charlene Sutherlin, Support Center  
Andrew Glickman, W Palm Beach  
Legrand Jordonne, W Palm Beach

### 14 years

Tony Craven, Baton Rouge  
Elijah Mogoko, Charlotte  
Carl Slawson, Ft Myers  
Daryl White, Jacksonville  
Treacy Burwell, Orlando  
Oscar Ferguson, W Palm Beach

### 13 years

Kevin Ashley, Charlotte  
Monroe Spillman, Charlotte  
Cathaline Williams-Owens, Dallas  
Robert Boone, Jacksonville  
Kenneth Samuels, Miami  
Corliss Diggs, New Orleans  
Tina Martin, New Orleans

### 12 years

Kenneth Ginn, Baton Rouge

Wayne Simmons, Baton Rouge  
Holly Jones, Birmingham  
Joseph Walker, Birmingham  
Darlington Vashiko, Dallas  
Terry Grant, Ft Myers  
Steve Anagbogu, Houston N  
Kenneth Hall, Houston S  
Emma Madison, Jacksonville  
John Hauser, Mobile  
Paul Spencer, Raleigh  
Jonathan Fitts, Tampa  
Mevlide Hock, Tampa

### 11 years

Walton Davidson, Birmingham  
Jerry Carter, Charlotte  
Bryan Ream, Texas  
Cesar Silva, Ft Myers  
Joseph Hunter, Houston N  
James Dehate, Orlando  
John Poggione, Orlando

### 10 years

Robert Lewis, Birmingham  
Micah Hull, Charlotte  
Garry Morrow, Charlotte  
Faye Morris, Houston N  
Debra Curtis, Houston S  
Timothy Lemon, Houston S  
Rethenia Walton, Jacksonville  
Dan Crate, Las Vegas  
Jose Arizmendiz, Los Angeles  
Watson Curry, Los Angeles  
Cesar Gabriel, Los Angeles  
Collin Gomes, Los Angeles  
Leobardo Lazos, Los Angeles  
James Moxley, Los Angeles  
Matias Oajaca, Los Angeles  
Daniel Solorzano, Los Angeles  
Demetrice Waller, Mobile  
Carrie Barthelemy, New Orleans  
Adlay Fawole, New Orleans  
William Couteau, Orlando  
Germita St Phard, Orlando  
Mary Ayala, Phoenix  
Kathryn Bartlett, Phoenix  
Alfred Berbaum, Phoenix  
Bryan Hulet, Phoenix  
Richard McDowell, Phoenix  
Katherine Mosteller, Phoenix  
Peter Paoletti, Phoenix  
Leo Sicard, Phoenix  
Leon Tshiyena, Phoenix  
Rosemary Vanchieri, Phoenix  
Belinda Lard, Shreveport  
Marving Johnson, Tampa  
Willie McNeil, Tampa  
Phillip Swanson, Tampa  
Jean Joseph, W Palm Beach

### 9 years

Rita Campbell, Baton Rouge

Eric Hayes, Birmingham  
Rhonda Lacoul-Howard, Dallas  
Shirley Rodgers, Ft Worth  
Anthony Devries, Houston N  
Patricia Jackson, Houston N  
Tekesha Turner, Houston N  
Lashaundra Cornelius, Houston S  
Vanessa Hammond, Houston S  
Robert Porter, Houston S  
Rosa Ashwood, Jacksonville  
Regla Andux, Miami  
Joel Fleurvil, Miami  
Magalie Loussaint, Miami  
Shallon Bienemy, New Orleans  
Deborah Doughty, New Orleans  
Tanyanna Morrell, New Orleans  
Anthony Edge, Orlando  
John Fontenot, Shreveport  
Donna Little, Shreveport  
Emile Cadet, Tampa  
Michael Elliot, Tampa  
Enovy Gonzalez, Tampa  
Michael Lyons, Tampa  
James Meeks, Tampa  
Joseph Satine, W Palm Beach  
Ruby Schmitz, W Palm Beach  
Glenn Smith, W Palm Beach  
Linda Tinajero, W Palm Beach

### 8 years

Harold Brown, Birmingham  
Harold Holland, Birmingham  
Raymond Winston, Birmingham  
Marion Banks, Charlotte  
James Tomberlin, Charlotte  
Keith Baldwin, Dallas  
Keith McMillian, Dallas  
Joseph Thornton, Ft Myers  
Rhonda McPhaill, Houston N  
Gloria Samatar, Houston N  
Rayland McCarr, Houston S  
Billy Perry, Houston S  
Peggy Holzer, Huntsville  
Freddy Lanier, Huntsville  
John Cullen, Jacksonville  
Brian Nelson, Los Angeles  
Michael Bryce, Orlando  
Carl Bugg, Phoenix  
James Brockwell, Raleigh  
Linda Alexander, Shreveport  
Jeff Clark, Support Center  
Denis Jonescu, Tampa  
Derrick Lewis, Tampa  
Richard Richison, Tampa

### Number of Employees Reaching 1-7 Year Anniversaries in July - September 2016:

660

The Weiser Log is published by Weiser Security Services, Inc.

3939 Tulane Avenue, New Orleans, LA 70119

phone: 504.949.7558 • fax: 504.943.3752

email: melissap@weisersecurity.com

**SUBMISSIONS ENCOURAGED**

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