

I'd like to congratulate the CA and LV warehouse teams. In October, they've already handled 1.6 million pounds of furniture—50% ahead of this year's average and higher than last year's average. Keep up the great work! - Mark

Five Service West Installers Achieve Teknion Certification

Congratulations to **Gabriel Arechiga, Kasima Fifita, John Maghoney, Frank Navarro** and **Javier Navarro** on their successful completion of the Teknion product certification training conducted at the Oakland branch October 5-9.

Service West was pleased to host the five-day training event, which was also attended by representatives from Advanced Installation Services (Union City); JEI, Corporate Services (San Jose); Manning Group (Phoenix); Multi Systems Installation (Kansas City); MyOffice Facility Solutions (San Diego); Pancom Southwest (Phoenix); and WDI Companies (Honolulu). JEI, Manning Group and MSI are Facilities Services Network members.

Three separate groups received training over the course of the week, which started with a 3-day session covering the Leverage, Expansion, Marketplace and District lines. The Thursday and Friday groups focused on the District and Marketplace lines.

Ed Johnson, LEED AP, a Teknion Dealer Trainer and Business Consultant, and **Greg Czudowski**, Service Supervisor for Teknion Canada, conducted the training, which is part of Teknion's nationwide initiative to certify all Teknion installers. The program was piloted for the East Coast region in Philadelphia in May. The sessions in Oakland were the first to be offered on the West Coast. "We plan to roll out one more region early next year, which will be in the Chicago area," said Ed Johnson.

Our thanks to Ed and Greg and to Teknion for providing a great hands-on opportunity to learn more about Teknion's major product lines and extend our expertise with them.

See page 2 for photos of each class group.



CAREER MILESTONES

This week we honor 30 co-workers with October employment anniversaries:

Frank Navarro	13
Crispin Sanchez.....	12
Lou Bettino	10
Susan Noh.....	10
Robert Beevers	9
Sergio De Leon.....	9
Gabriella Medellin	9
Kenneth Wilson	9
Ve Manu	8
Thomas Somerville.....	7
Roberto Dela Torre	4
Luis Lucero	4
Robert Sanchez.....	4
Edward Bueno.....	3
Gary Chau	3
Ruben De Leon.....	3
Felicia Furr	3
Christopher Luque.....	3
Lewis Sweeney.....	3
Humberto Gonzalez	2
Jesse Lester.....	2
Steve Patita.....	2
Enrique Rubalcaba	2
Mark Russell	2
Mike Sathe.....	2
Victor Vargas	2
Richard Baca	1
Edward Burke.....	1
MaryAnn Mohamed	1
Seon Walcott	1

And we welcome 10 co-workers who began their Service West careers in October:

Las Vegas

Raul Araiza	Martin Nieto
Christopher Black	Joel Rojas
Calvin Conley	Timothy Sullivan
Martin Corbett Jr.	Blair Thayer
	Craig Weaver

Los Angeles

Donald Aulick

Quote of the Week

The pessimist complains about the wind. The optimist expects it to change. The leader adjusts the sails.

JOHN MAXWELL (1947-)
AUTHOR AND SPEAKER ON LEADERSHIP

ALWAYS...

- ☀ **Get signatures on all work orders, change orders, delivery tickets, freight bills, and dealer paperwork.**
- ☀ **Remember to say "Thank You" to your co-workers who help and to our clients who give us business.**

NOVEMBER BIRTHDAYS

Good health and best wishes to all!

2 Javier Navarro	23 Andre Borrego
3 Andy Scalese	23 Michael Sathe
5 Edgar Jara	23 Charles Vela
7 Louis Campbell	23 Sue Yang
10 Jaime Navarro	24 John Ramirez
11 Donald Furr	25 Mikelle Cosino
15 Maria Creasey	26 Gina Catu
15 Armando Rodriguez	26 Christopher Luque
17 Brenda Cuevas	27 Rico Petriani Jr.
20 Brent Kriegh	29 Alberto Guzman
21 Cornelio Baria Jr.	29 Anthony Knee
21 Oscar Perez	29 Luong Van
21 Robert Tomelden	

SAVE THE DATE—NORCAL PARTY

Saturday, December 12th is the date of the annual Christmas party for employees at our Sacramento, Oakland and San Francisco branches. Details to follow in a future issue.

BURROUGHS COMPLEX UPDATE

Racking installation got underway in Burroughs Warehouse 1 this week.



SERVICE WEST TRIVIA

10/16 Winners: Kevin Chamberlain, Craig Rusch, Mark Vignoles.

Correct Answer: The most common score in a soccer World Cup finals match is 1-0.

New Question: Today, they're the Philadelphia Phillies and the New York Yankees. What were these two MLB franchises originally known as?

Send answers to trivia@servicewest.com or call your branch office. Answers must be received by 12:00 PM PDT on the Friday following publication of this Gazette issue. The prize is FIVE Service West Bucks, good for Service West apparel and equipment items.



*Thank you,
Mark*

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Compliments & Thanks

Thanks to everyone cited here for your close attention to the needs of our clients. — Mark

Lead: Freddy Ramirez

[OAK WO 115972] Mark received this feedback from a dealer principal in early October. Since the email cites no specific project, we offer as an example of his work the last big job that a Freddy Ramirez team did for this dealership—an installation at a federal banking institution in San Francisco involving two trailers’ worth of Teknion Leverage stations and files plus freestanding furniture for 20 private offices and a conference room. The client’s message:

“Just wanted to let you know how much we enjoy working with Freddy. He knows product/install, extremely organized with the crew, has good suggestions and just overall a great representative for SW. It’s been a pleasure!”

**Leads: Craig Harkin & Ben Fountain
AM: Dean Constable**

[Melbourne WO 21935] The client dealer’s customer requested the installation of power access in a very expensive wall unit that did not come with a power access option. After assessing the situation on site, Craig researched the offerings of various suppliers and sourced access covers that would be suitable for the quality and style of the wall unit. Ben did the install, cutting the required holes and fitting the access covers to a factory-finished standard. The dealer’s sales rep provided this feedback:

“[The customer] who bought our beautiful 505 Unit from the floor just rang to tell me what a superb job SW did on making provision for power through this unit. The entire unit is located in an alcove almost exactly the size of the unit, an ideal home for it.

“Craig came up with the idea of fixing a black plate similar to our desk holes with the plastic surround except that they sourced a rectangular one. Nice work and good thinking on Craig’s part!

“Credit to anyone else who was on the job, too (I’m not sure who). They conducted themselves professionally and delivered a great outcome. A very happy client! It instills confidence when a little more thought is given to a ‘perfect’ finish. It’s the little things that make a big difference.”

Sal Lopez & Donald Furr

This note came from Lou Bettino on 10/16:

“I want to recognize Sal Lopez and Donald Furr for doing a great job on a partial pull for me last week. Donald pulled 17 complete workstations out of an order of 49 stations. We delivered the stations last Saturday, and they were completely assembled during the week without an issue. This is not an easy task with all the parts and pieces that had to be sorted through.”

Eric Freeman

[OAK WO 121528] The project contact for the end user (San Francisco law firm) sent this note following Eric’s delivery and installation of a desk and return:

“Just want to thank Eric Freeman for a great job installing our office furniture today. He got the job done without any interruptions to our office schedule, did a great job vacuuming when he was done; wiped down the furniture and checked the locks too. Nice guy and great job.”

**Alberto Oseguera-Navarro & Jose Salazar
AM: Liz Hopper, Bernie Sweeney**

Alberto and Jose regularly do the installations of control room furniture at various facilities of a major utility company. Our client dealer’s project manager sent this email after two recent projects at separate sites:

“A word of commendation for Alberto and Jose for their work performed at [the project

sites]. It was a pleasure working with them. They did an exceptionally good job and I’ll hopefully see them again on the next project. I have attached some photos from the 2 sites.”

Lead: Brandon Sy

**Crew: Gerardo Casillas, Linh Doan, Thai Doan
AM: Todd Stanley**

[OAK WO 118709] The team handled an after-hours installation of two 3-person trading stations, 12 monitor arms, seating and files at a bank in the SF Financial District. The client dealer’s account executive sent Todd this note:

“Thanks to you and the guys for another great job at Union Bank. We have received a lot of compliments on our recent installation. We couldn’t have done it without you and your team!”

Teknion Training Classes

Seated, left to right: Steve Oana (WDI), Ed Johnson (Teknion).

Standing, left to right: Benny Aceves (MyOffice), Erik Contrez (MyOffice), Franky Navarro (Service West), Kris Norris (Manning Group), Cecilio Ledesma (Pancorn Southwest), Gabe Cruz (Manning Group), Dennis Hasimora (WDI), Javier Navarro (Service West), Kenneth Johnson (Multi Systems Installation), Greg Czudowski (Teknion).



Seated, left to right: Ed Johnson (Teknion), Javier Torres (AIS).

Standing, left to right: Greg Czudowski (Teknion), John Maghoney (Service West), James Talus (AIS), Shannon Box (JEI), Gustavo Contreras (AIS), John Maez (JEI), Matias Guzman (JEI), Art Engwer (JEI).



Left to right: Kasima Fifita (Service West), Gabriel Arechiga (Service West), Randy Ramirez (JEI), Aliu Haro (JEI), Nate Levardi (JEI), Gary Fleming (JEI), Elias Huerta (AIS), Keith Leavy (AIS), Ed Johnson (Teknion), Roger Robel (AIS).



To see an online gallery of photos from the training, go to <http://gallery.mac.com/scuggy#100522>