Employee of the Month
Todd Hlavaty
Facilities Maintenance Representative

Congratulations to Todd Hlavaty. He has been chosen as November 2006, Employee of the Month. Todd has been working for Facilities for eleven years. He currently works in the Natural Resources/Quinney Library buildings. He is also the Interior Pest Management Professional for Facilities.

Todd has worked several jobs before USU including, RSM, Budge Clinic and a night PBX operator. Todd was born and raised in Logan and has traveled many places with his family. When he was nine, his family took an eastern states tour and at age fourteen went to Finland, Russia, and Western Europe. He also served an LDS mission to Independence, Missouri.

Todd and his wife Linette, have been married for fourteen years. They met at an LDS single’s ward while attending Utah State. They both usher for athletic events at USU. Todd loves sports (football, basketball, baseball), especially the Aggies.

Congratulations Todd!

Veterans Day 2006
Heroes from all services

As Veterans Day, November 11, dawns, the imagination’s eye can visualize the legions of soldiers, sailors, flyers, marines, and coast guard as they march in a parade through history. They do not march in a straight line but they come on foot, on horseback, in tanks, and on camels. They fly in planes overhead and they sail on and beneath the sea. They are accompanied by their support staffs who “drive a desk” so that troop movements can go forward.

They are the brave men and woman who have defended our country both in war and peace so that we can enjoy the freedom of America.

Veterans Day honors all veterans but focuses on the contributions of living veterans. Various cities, though fewer than in the past, honor veterans by holding parades or special ceremonies. Individuals can honor veterans in their own way by displaying the flag or placing decals on their vehicles.

Official ceremonies for Veterans Day take place at the Tomb of the Unknown Soldier in Arlington National Cemetery. At 11 a.m. on November 11, a color guard made
up of members of all the military services executes “Present Arms” at the tomb. A presidential wreath is laid and “Taps” is played.

In this time of turmoil, when we can no longer take our freedoms for granted, it is of the greatest importance that we acknowledge the men and women of the various services who have given up so much to defend us. They may be our brother, sister, aunt, uncle, father, mother, grandfather, cousin, or neighbor. They deserve a heartfelt Thank You!

The Pilgrims made seven times more graves than huts. No Americans have been more impoverished than those who, nevertheless, set aside a day of thanksgiving. H.U. Westermayer

Enhancing Customer Loyalty by Bryan Bingham, Roofing Shop

When I think of loyalty, I think of a trained hunting dog. A trained hunting dog is loyal to his master. He will sit when told to sit. He will stay when told to stay. And my personal favorite, he will fetch your fowl when told to fetch it up. How do we gain that loyalty? The master has worked countless hours with his companion. He rewards when rewards come due. The dog wants to please his master. The master is pleased when the dog does what he is told.

In the role of enhancing customer loyalty we at Facilities are the trained hunting dogs. We have been trained in our various fields. Whether we are an upland game dog or a field trial dog or a water fowl dog, we each have our own field of expertise. We should strive in all we do to please our masters, (The Customer).

To enhance loyalty we should use our customer service skills:

1. Take ownership in all you do.

2. Promptly attend to the customer. (Nobody likes a dog that takes his sweet time retrieving a downed duck when the geese are looking to land.)

3. Listen. (Just don’t charge into the water when you don’t have the bird marked. Listen to your master, he will point you the right direction.)

4. Show that you enjoy the job. (Even if it’s 20 degrees outside and the water is cold, you need to get that bird.)

5. Understand the customer’s needs.

Let Fido do the work
Skijoring: A fun sport for you and your dog

Here’s a new way to enjoy snowy weather and have fun with your dog at the same time.

In skijoring, your dog pulls you across the snow. Any dog over 40 pounds can probably do it, but the bigger your dog is, the more fun you both will have. If you have two dogs, so much the better. Hitch them both up and get a great ride.

Here’s how it works. You outfit your dog in a special harness so it can lead you through the snow. You can do it without special training. But instructors from sled-dog clubs and skijoring clubs can teach you and your dog techniques and commands, like “Gee” for going right and “Onby” for keep on moving. Just make sure Fido doesn’t have a bad back.

Although skijoring has been popular in Europe and Alaska for a long time, it’s rapidly spreading to other parts of the world. As more tour companies feature skijoring, dog enthusiasts recognize it as an activity they can participate in without minimal equipment.

At www.boundrywaters.com you can order a Skijoring Kit for $59 (item No. E00207). It contains a waist belt, lines for one or two dogs, a neck line, and a panic snap. The unit has a built-in shock absorber. To order the X-Back harness for your dog, select item E60100 for $35.

The system allows you and your dog to exercise while you enjoy a fast-paced ride or a calm glide through snowy trails. Tow bars are also available. They make the experience similar to water skiing.

Another equipment supplier is skijornow.com.
6. Be a problem solver. (There is nothing like bringing back a bird that has been lost and given up on.)

7. Do all you can so that the customer leaves pleased.

8. Follow through. (There might be multiple birds down. You may have brought your bird back but maybe the plumbers or painters have one out there too so pass the progress reports along.)

If we use common sense and strive to enhance customer loyalty you can get any number of rewards. You'll get to go hunting again. (The next job) A scratch behind the ear, a juicy doggy treat, a duck liver or two, or maybe if you're really good, you might get to ride up front.

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**Take Safety Home with You**

**By Safety Committee**

At work we talk a lot about safety and do a lot about it. On the job site, part of the responsibility belongs to the company, the supervisor, the safety department, and other people with whom we work. On the job, it is easy for us to keep safety in mind all of the time.

But, how much of this safety-consciousness do we take home with us? Safety needs to be planned for and worked at there, too.

There are many good books and pamphlets available that deal with home safety. It would be a good idea to get one or more and study them carefully. Probably whichever one you choose will include information about the kinds of accidents that are most likely to take place in the home.

Of all home accidents, falls and fires are the worst killers. Knowing this will give you a lot of ideas about what to look for when you take a very important step in pursuit of home safety and inspection tour.

When inspecting for fire hazards, we need to think of two important factors: how to prevent fires and what to do if one does occur.

Falls occur on stairs, on slippery floors and icy steps, from ladders, and from substitutes for ladders.

There are many precautions that can be taken to prevent falls or at least minimize the likelihood of a fall, including:

- Nonskid surfaces and nonslip rugs and floor mats
- Prompt cleanup of spills
- Keeping "traffic lanes" free of clutter and electrical cords
- Providing stairways with full-length handrails and plenty of light
- Watching where you're going and being careful when climbing.

Although we've concentrated today on the two most frequently fatal types of home accidents, there are other hazards and protections we need to be alert to as well. Here are just a few examples:

**Electrical safety:** Keep appliances, tools, cords in good repair. Pull plug, not cord, when disconnecting. Don't overload circuits. Don't use near water, or when standing in it.

**Hazardous substances:** Read and follow label directions for household cleaners, pesticides, paints, etc., and use any recommended protective equipment such as gloves, goggles, masks. Follow doctor's instructions for prescribed medicines, label for OTC products. Keep all such

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**Health in the News**

**Shot in the arm could end nicotine addiction**

Researchers are testing NicVAX, given as a shot to the arm. It keeps nicotine from reaching the brain, making smoking less pleasurable and easier to give up. The small amount of nicotine that manages to reach the brain helps to ease withdrawal problems, the main reason quitters relapse.

The Food and Drug Administration has granted the vaccine fast-track status, and the National Institute on Drug Abuse has contributed a second $4 million grant to finance the study.

**Why trans fats are the worst**

Many experts say trans fats are worse than artery-clogging saturated fats. Trans fats are found particularly in baked goods such as doughnuts and cookies. Scientists at Wake Forest University report that diets rich in trans fats can cause a redistribution of fat tissue in the abdomen, the worst place to store fat for both health and appearance.

This can also lead to a higher body weight even when total calorie intake is the same.
substances where children cannot get at them.

**Burns/wounds:** Use gloves, mitts, or other holders when handling hot pans; keep handles turned away from front of stove. Keep sharp objects out of children's reach, and handle them carefully yourself. To pick up broken glass, use heavy gloves or tongs for large pieces, a damp rag or paper towel for small particles.

While focusing on prevention, remember to be prepared in case an accident does happen. If possible, have at least one family member trained in first aid, CPR, the Heimlich maneuver. Keep phone numbers for doctor, poison center, and emergency services handy.

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**Par Team Business**

The next Division Awards Meeting is fast approaching. So now is the time to take stock of your co-workers. If you know someone who has made a positive impact on Facilities, and is deserving of an award, please nominate them for the appropriate reward. We need your help to make sure deserving individuals are rewarded. The Nomination forms are located across from the warehouse or you can ask your supervisor for the forms. Once you have filled out the forms, please return to your supervisor or a member of the PAR Team. The **Deadline** is December 08, 2006.

Here are the Possible Awards:

**Director's Award**

This award is presented to the employee who best exemplifies the characteristics of the "Model Employee". Other employees look to this individual as a role model and are lifted by his or her personality, attitude, and spirit. He or she stretches the boundaries of his or her potential and continually seeks opportunities for self-improvement. The recipient of the Director's Award is efficient, effective, and bolsters the vision of Facilities.

**Partnershiping Award**

This award is presented to the vendor or customer who enables Facilities to delight the customer, develop our potential, improve the bottom line, and enjoy our work.

**Turkey Day Riddles**

1. If the Pilgrims were alive today, what would they be most famous for?
2. Why can't you take turkeys to church?
3. What's the best dance to do on Thanksgiving?
4. What do you get when you cross a turkey with an octopus?
5. What kind of music did the Pilgrims like?
6. What side of the turkey has the most feathers?
7. Why did the police arrest the turkey?
8. Where did the first corn come from?
9. Why did the Indian chief wear so many feathers?

**Innovation Award**

This award is presented to the individual/team who has developed a new idea or improved a service that has proven to save money and time for the University. This individual/team has gone beyond the expectations of their job description in developing, implementing and improving their idea or procedure as a money-and-time saving innovation for the University to continue to use.

**Safety Awareness and Appreciation Award**

This award is presented to any individual or team that takes a proactive approach to improve safety in the campus community. The improved safety can be in any area of campus that makes Utah State University a safer place to acquire an education, work or visit. We welcome your ideas and comments on making the campus a safety minded environment.

**Winning Spirit Award**

This award is presented to the employee who is committed to excellence in caring for customer needs and exemplifying the Mission and Vision of Facilities. The Winning Spirit recipient has demonstrated excellence in one or more of the following areas:

1. Delights the customer
2. Willingness to serve others
3. Creates an atmosphere where he or she can enjoy his or her job
4. Is a team player
5. Improved skills through training/schooling.
Pat on the Back

Bryan Earl, Director of Development of Utah Public Radio, sent this email to Linda Hudson:

I'm writing to laud the actions of one of your employees, Todd Hlavaty.

I've recently had some sugar ant problems in my office. I've spent several weeks trying to get rid of food sources or any other attractants, to no avail. It's rather disconcerting to open a drawer, that's up off the floor, to find ants crawling around. I wouldn't call myself squeamish by any means. It just takes a long time to find all the ants and get rid of them.

I called Facilities and was put in touch with Todd Hlavaty. He came over the same day with a liquid ant trap. Within a few hours, the trap was teeming with ants. I called back later in the afternoon to have a few more traps put in my office. The next morning Todd arrived promptly with the traps. This was on Friday.

When I arrived the following Monday, I checked the traps. There were hardly any ants, and I found no "scout" ants wandering around my office like I had before.

Today (Tuesday) Todd called to follow up and see how things were going. I was happy to relay to him the problem seemed to be solved. He was very cordial and seemed genuinely interested in making sure my problem was taken care of. He even left me with his phone and e-mail address to contact him in case of any flare-ups.

It's not often you find this level of service, no matter where you work. Todd was distinctive in the level of service he provided, and I commend him for a job well done.

USU Agriculture Ambassadors sent this card of thanks:

On behalf of the student Agriculture Ambassadors of Utah State, thank you very much for your cooperation. Facilities helped the college with our annual Agriculture week, Day on the Quad. The event was a success, we appreciate your help.

Ellie Jones, Registrar's Office, sent this email to Jim Huppi:

I just want to say, "Thanks!" to you and your staff (Eric) for getting those beautiful, yet scratchy, pear trees trimmed outside of the TSC. We were impressed with how quickly Eric arrived and how nice of a job he did.

Eric came to our office also to let me know that if there are any other problems to inform you guys. Please thank him again for us. Your quick response time is noted, and very much appreciated.

Kayla Olsen, Staff Assistant in Biology (BNR) sent this email:

I wanted to let you know what a fabulous job that Brent, Neil and Andrea do in keeping our building looking great. They are great people!

Alden Erickson wanted to thank Eric Hale for his quick and exceptional job in trimming the trees for the new busses.

Heather T. Overly MT-BC, Clinical Training Coordinator, Music Therapy Program sent this email:

I would like to let you know what a fabulous job the carpet cleaning team did in our Music Therapy Office. We really needed a good cleaning and you exceeded our expectations. Will you please pass on this message to those responsible for Cleaning in the Music Department Office 221 and 219.

Thanks for all you do to make it a pleasant place to work!
Happy Birthday!
to these Facilities Employees!

Trish Duffin Nov 3  
Patsy Beutler Nov 4  
Daniel Herrero Nov 6  
Wes Jensen Nov 6  
Mitch Schiffman Nov 7  
Tammy Beutler Nov 8  
Ben Harris Nov 8  
Bert Sweeten Nov 10  
Julie Hull Nov 11  
Steven Johnson Nov 12  
Bob Hill Nov 13  
Mike Stewart Nov 13  
Stanley Hall Nov 16  
Steve Kropf Nov 16  
Kevin Blair Nov 17  
Geoffrey Miller Nov 19  
Justin Dunleavy Nov 23  
Rob Reeder Nov 23  
Kellen Tarbet Nov 23  
Mike Yates Nov 23  
Brian Taylor Nov 25  
Mike McBride Nov 27  
Vilma Valle Nov 27  
Mike Law Nov 28  

Thank you!
for your service at USU!

Danny Harris 29 years  
Tom Findlay 28 years  
Kevin Phillips 28 years  
Bob Rich 28 years  
Jim Douglass 23 years  
Bert Sweeten 23 years  
Neil Owen 9 years  
Patsy Beutler 7 years  
Brian Taylor 7 years  
Quin Whitaker 5 years  
Mike Arnett 3 years  
Ryan Griggs 3 years  
Rick Hepworth 3 years  
Mike McBride 3 years  
Susana Ontiveros 3 years  
Tom Stoddard 3 years  
Erasmo Avila-Esparza 2 years  
Nora Cordova 2 years  
Mariah Creighton 2 years  
Marty Emrick 2 years  
Geoff Miller 2 years  
Francis Wallace 2 years  
David Besel 1 year  

Turkey day answers  
1-Their age.  
2-Because they use fowl language.  
3-The turkey trot.  
4-Lots of drumsticks.  
5-The Plymouth Rock.  
6-The outside.  
7-For fowl play.  
8-The stalk brought it.  
9-To keep his wigwam.  
10-He had an arrow escape.  
11-It hugged the shore.  
12-The turkey.  
13-Because he had the drumsticks.  
14-You need two scoops of ice cream, some root beer, and a turkey.

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