

The Filter

A Cary Services, Inc. Newsletter

Facility & Product Temperature Management | Proactive Budget Control & Preventive Maintenance Specialists

Fall 2010

Putting Our Customers First!

We're growing! To keep pace with the increasing customer demand for our services, we have added to our management and support staff in multiple locations over the last several months.

In San Angelo, **Jerry Eichhorst** has joined our company as the General Manager. Jerry considers Van Horn his hometown and has been married to his wife, Sharon, for 30 years. He attended Texas Tech University and is a Green Bay Packers fan. He has three beautiful daughters; two are married and one is attending Hardin Simmons University in Abilene. His hobbies are quite varied; he enjoys fishing, golf, yard work and volunteering at his church. Jerry's dream vacation would be to spend three weeks seeing the parts of the U.S. he has yet to visit, like the Northwest.

The new General Manager in the Midland/Odessa/Big Spring territory is **Charlie Beall**. He has lived in Odessa for 29 years but still considers El Paso his home. He has two sons, Taylor and Jordan, and has been married to his wife, Bert, for 22 years this September. Charlie enjoys cooking, college athletics and keeping plants alive for his wife. Charlie lived in Mexico as a child and played college football at Oklahoma State. His dream vacation spot would be British Columbia or Alaska.

Here in the Abilene corporate office, we have the most new faces (pictured above). Our new administrative assistants are Natasha Sowell, Sheri Thompson, Cynthia Villarreal and Emily Carter.

Natasha Sowell comes to us via the U.S. Air Force. She and her husband of 10 years, John, have only lived in Abilene a year after living in places such as Las Vegas, Wichita Falls, Corpus Christi and Little Rock, Arkansas. They have four children ranging in ages from 4 to 12. She doesn't have much time for hobbies but does love to shop—and she's pretty good at it!

Sheri Thompson is a native Abilenian. Married to her husband, Greg, for 13 years, they have two children: Kelcey, 19, and Jackson, 12. Her hobbies mostly center around attending her children's various activities, and that keeps her very busy. Her dream vacation would be to Fiji.

Cynthia Villarreal also considers Abilene her hometown. She graduated from Abilene High in 1988 and she and her



Left to right... Cynthia, Natasha, Sheri and Emily.

husband, John Wahome, have four children ranging in age from 12 years to 6 months, plus a beta fish named Charlie. Her hobbies are few since she is very busy with four kids at home. However, Bingo is a favorite pastime. Her dream vacation is New York City, where she would love to see the Statue of Liberty.

Our newest employee is **Emily Fowler**. Originally from Snyder, Texas, she has lived in Abilene for 12 years. She has an 18-month-old daughter named Natalie and she and her husband, Josh, have been married for four years. The family also includes two Jack Russell Terriers, a Labrador Retriever and a cat. She loves to read and shop and simply spend time with the family.

We are excited to have all of these talented people joining our team and look forward to their contributions in making Cary Services the best it can be!

Once again, we are thankful for our ever-growing client base. We have made a significant financial commitment and intend to continue to improve our customer service in an ongoing effort to treat our customers just as we like to be treated when utilizing the services of others. We realize that serving our customers—and their response by purchasing more of our services—is what drives our ability to provide opportunities for our employees and families.

Please don't hesitate to call and share your suggestions and/or concerns. It will only help us to better serve YOU! After all, isn't that why you call us?



Contact Us Toll Free 24/7 | 888-229-1757

Abilene | 325-695-7283 | Mark Cary, Chairman/CEO | Tony Cary, Vice President of Field Operations

D.F.W. & North Texas Region | 817-596-9877 | Kevin Dean, General Manager

Big Spring – Midland & Odessa | 432-264-7192 | 432-617-0173 | Charlie Beall, General Manager

San Angelo | 325-994-2580 | Jerry Eichhorst, General Manager

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Who Wants To Be A Billionaire?

Are you destined to become a billionaire? *Forbes* magazine conducted an informal, unscientific analysis of its list of self-made billionaires and noted a few common denominators:

- **Math skills.** A lot of the world's wealthiest people show a high aptitude for math. Many of their parents had math-related careers such as engineering or accounting.
- **Birth date.** More billionaires were born in the fall than in any other season. September was the most common month of birth for the 380 self-made American billionaires who appeared on the *Forbes* list in the past three years. What does this mean? Nobody knows. Maybe it's the magic of mistletoe.
- **College.** Higher education isn't necessarily a requirement for vast wealth. Of the 292 Horatio Algiers on *Forbes'* most recent list, 20% either didn't complete college or never bothered with it in the first place.
- **Failure.** *Forbes* notes that several of the billionaires on its list failed to score on their first attempt. Some of their first attempts at business were disastrous—but they learned from their failures and now view them as a necessary step to their eventual success.



5 Tips For Being A Better Boss

Every manager wants to get better at his or her job. But how can you do it? Here are some guidelines:

- **Adapt to each person you oversee.** Look at employees as individuals. Get to know their strengths and weaknesses and deal with them accordingly.
- **Don't be a know-it-all.** Acknowledge your own humanness. Turn to employees for advice on how you can be a better supervisor to them.
- **Learn to let go.** Don't micromanage. Trust employees to do their jobs. Cultivate their growth by giving them a little more than they think they're capable of doing.
- **Stay available.** Keep your door open, and let employees know they can come to you at any time to discuss any issue that affects them positively or negatively.
- **Work for employees' goals.** That means first knowing what an employee's goals are. Then, serve as a mentor, and strive to do what you can to advance a person's professional goals.

Getting Feedback From Your Employees

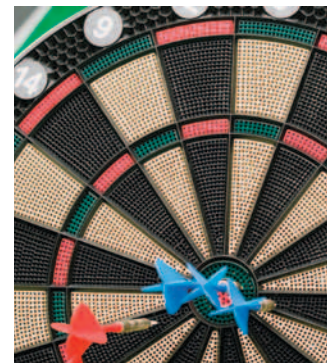
It's part of your job to give feedback to your employees. But good bosses know they need constant and constructive feedback, too. Here's how to make sure you're getting the feedback that will make you a better manager:

- 1) **Ask for it.** Few people automatically provide feedback. Because you're the boss, your underlings are even less likely to speak up voluntarily; they may be intimidated or don't want to ruffle any feathers. Set up a meeting with them, and let them know what you want.
- 2) **Make sure you ask the right people the right questions.** Be specific about the feedback you want. Make sure your request for information and feedback is focused. The responses will be more valuable.
- 3) **Probe for specifics.** Sometimes the feedback needs elaboration. Don't hesitate to probe deeper. You need to fully understand what is being said to put it to use effectively.

Set Your Sights On The Right Target

Your organization won't grow unless you and your team are working toward goals. Setting the right goals, though—goals that will inspire and motivate—is crucial. Aim for goals that are...

- **Quantifiable.** You should be able to measure success in objective terms so everyone can see the value of your efforts.
- **Challenging.** If it's too easy, chances are your objective won't have significant impact on your organization.
- **Company-focused.** Set a goal that supports your organization's agenda, not one that just makes you or your department look good.
- **Realistic.** Although challenge is important, pursuing an impossible dream will result only in a morale-crushing letdown.
- **Flexible.** Don't back yourself into a corner. Although you don't want to adjust your goal to suit your results, be willing to modify your ambitions if circumstances push your original objective out of reach.



SPEED BUMP

Dave Coverly





What British name applies to a type of sofa...?

Who Knows This Stuff?

- 1) What breed of dog is commonly referred to as the Russian Wolfhound?
 - a) Basenji
 - b) Saluki
 - c) Whippet
 - d) Borzoi
- 2) What telltale shape is hidden inside the FedEx logo?
 - a) a truck
 - b) a wedge
 - c) an arrow
 - d) a cross
- 3) Which American humorist died in a 1935 plane crash along with aviator Wiley Post?
 - a) Bill Nye
 - b) Will Rogers
 - c) Mark Twain
 - d) James Thurber
- 4) Graves' disease often causes an abnormal protrusion of which part of the human body?
 - a) the nose
 - b) the eyeballs
 - c) the tongue
 - d) the belly button
- 5) What British name applies to a type of sofa, a style of overcoat and a brand of cigarettes?
 - a) Davenport
 - b) Winston
 - c) Wellington
 - d) Chesterfield

Answers: 1) d 2) c 3) b 4) b (Graves' disease is an autoimmune disease that causes an overactive thyroid.) 5) d

Orient New Workers Quickly

Companies today often don't have the time to conduct extensive orientation sessions for new hires. But getting newcomers up to speed quickly is as important as ever. Here are some tips for getting "the new hire" started:

- **Don't overload them.** Start with information that directly affects their current job. Skip the interesting but unnecessary history of the company. Don't explain outbound sales calls, for example, if they're starting with inbound customer calls.
- **Find out what they know.** If they're already familiar with certain functions of the job, don't waste time "teaching" them.
- **Assign one person to take charge of each new employee.** Try not to hand new people off from one supervisor to another. An immediate supervisor or HR person should stay with the new hire throughout the first day and much of the first week.
- **Recognize their accomplishments.** New hires want to know what they need to do, why they need to do it, and—most important—whether or not they're doing it correctly. Make a point of recognizing their improvement, no matter how small, to build confidence.

What Do You Want Out Of Life?

To-do lists. Phone calls and e-mails. Urgent assignments. Demands on your time—and your sanity. Every once in a while it all piles up, and you feel ready to collapse. Before you have a breakdown, you need to step back and focus on priorities. Here's what to do:

- **Create a master list.** Start writing down everything you want to do in your life. Not the tasks you have to do, but the things you've dreamed about. Take your time—walk around your home and your neighborhood, letting your thoughts run free, and listen to your memories.
- **Organize your list.** Group the items into three categories: things you really want to accomplish (include some steps you can take right away); activities you're interested in but not fully committed to (hold this list in reserve and check it every few months); and goals you want to drop (either you've accomplished them or they no longer really interest you).
- **Discard your master list.** Throw away the big list you compiled in step one. This symbolically clears your mind of all your scattered thoughts and let you zero in on the activities you want to pursue in the immediate future.



Mother Tongue

We've spoken foreign languages all our lives, often without realizing it. Check out these foreign terms that are quite common to us:

- ad hoc (Latin): impromptu, spur of the moment.
- aficionado (Spanish): a fan or enthusiast.
- alma mater (Latin): literally, "nourishing mother," applied by students to former schools.
- angst (German): dread and anxiety.
- carte blanche (French): unrestricted authority or freedom.
- et cetera (Latin): "and the rest."
- mea culpa (Latin): literally, "I am to blame," an expression of responsibility or guilt.
- pro bono (Latin): without charge, free service.
- quid pro quo (Latin): an equal exchange of one good or service for another.
- verboten (German): forbidden, prohibited.
- versus (Latin): against.

Did You Know? . . .

We offer 24-hour/7-day-a-week services, with our trained, professional service technicians. Give us a call locally or toll-free. We're ready to help!

To contact our Centralized Service Dispatch, call toll-free: 888-229-1757

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Cary Services is the proud recipient of the Better Business Bureau Torch Award (2005) for Marketplace Ethics



Charlie Beall, General Manager, Big Spring-Midland and Odessa



Jerry Eichhorst, General Manager, San Angelo

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- Building Energy Management & Monitoring

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- Repair/Replacement
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- Maintenance/Service

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