

# The Filter

A Cary Services, Inc. Newsletter

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

Summer 2015

## Service Anniversaries

**W**e are pleased to recognize two employees for their service to Cary Services: **Tony Cary** and **Jerry Eichhorst**.

Tony began his tenure as Vice President, Field Operations Manager on March 10, 1995. Since then, he has not only provided quality customer service, but has also served as a mentor/trainer to our service technicians and dozens of other techs in our industry. Thank you, Tony for your 20 years of service—we look forward to 20 more!



Tony Cary



Jerry Eichhorst

Jerry's tenure began April 1, 2010, when he was hired as the General Manager for Cary's Abilene location. Five years later, he

was named General Manager for the San Angelo region, in addition to the Abilene region.

Along with his managerial duties, Jerry is kind enough to periodically provide the Abilene office with Friday morning donut pick-ups. Thank you, Jerry for your five years of service and for providing the Abilene office with sweet treats!



Cary Service technicians who attended the recent Sporlan Supermarket System Training seminar are, from left to right: Back row: Chase Cary, Michael Oberle, Gilbert Torres; Front row: Fernando Mercado, Leo Rocha, Aaron Cowart, Ron Cowart.

## Continuing Education

On January 20, 2015, seven technicians from Cary Services attended the Sporlan Supermarket System Training seminar in Ft. Worth, Texas. The one-day seminar focused on topics such as servicing systems, refrigerant retrofits and rebuilding valves, tear down analysis, and product operation. The NATE-approved course also covered product operation and application, interactive troubleshooting and an overview of CO<sub>2</sub> applications and components.

## Texas Commercial HVAC and Refrigeration Experts

Cary Services offers you more than 27 years experience, providing first-class air conditioning, heating, refrigeration and hot side services to customers in North, South and West Texas. Our priority is you, the customer. We help you create and maintain a healthy indoor climate. Using our high-efficiency and Energy Star® rated HVAC and air filtration systems, you'll use less energy, cut down on utility costs and work in comfortable interior spaces year-round.



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

Abilene | 325-695-7283 | Mark Cary, Chairman/CEO | Tony Cary, VP of Field Operations | Jerry Eichhorst, General Manager

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

Houston | 281-219-1900 | Kevin Dean, General Manager

Big Spring - Midland & Odessa | 432-264-7192 | 432-617-0173 | Eric Torres, Service Manager

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

Visit us online at [www.caryservices.com](http://www.caryservices.com)



# It's All In The Marketing

The next time you need volunteers to take on an unpopular assignment, just remember how the great French military commander Napoleon Bonaparte tackled a difficult problem.

While serving as a battalion chief during the siege of Toulon in 1793, the then 24-year-old Napoleon ordered construction of an artillery battery in an area that was so dangerously exposed other officers said he would never be able to find men willing to take up positions there. But Napoleon had an uncanny instinct for motivating his troops. Over the battery, he placed this sign: The Battery of Men Without Fear.

The battery was always manned.

## How To Quickly Learn More About Job Candidates

You may learn about a job candidate during an interview, but you'll get a lot more insight by getting out of your office and taking finalists on a tour of your workplace. The candidate will see what your culture is like, and you'll have a chance to observe how he or she responds to your environment. Here's what to look for:

**Interactions with employees.** Is the candidate interested in talking only to upper-level people? How did the person's attitude change when meeting people at different levels? Observe how much attention the person pays to what others say—is he or she really listening, or bored?

**Optimism or pessimism.** Pay attention to how the candidate answers basic questions like, "How are you today?" A reply like, "Not too bad" may be a sign of a downbeat attitude. Similarly, listen to how the person talks about the people he or she meets: "She certainly seems to work hard, suggests a positive personality; a comment like, "Why does she have to work so hard?"

may indicate a negative outlook on work.

**Clarifying questions.** Your organization will have new or different technologies, processes and work practices. Does the candidate ask questions to clarify his or her understanding of the surrounding workplace? Listen for questions or comments that show how quickly the person grasps new ideas and how well he or she asks questions to solve problems.

**Unprompted actions.** If there's a piece of paper on the floor, does the candidate pick it up and throw it away? Does he or she hold the door for another employee whose arms are full? These kinds of actions can tell you whether or not the person is a team player.

**Supporting statements.** Listen for any statements that support what you know about the candidate from his or her résumé and interview. Does anything seem to contradict what you've been told?

## Mental Health Benefits?

A cup of coffee or tea helps many people wake up in the morning, but they may also have health benefits later in life, according to recent research reported in *Scientific American*.

One project by the National Institutes of Health studied the relationship between different kinds of beverages and depression, and found that coffee consumption was associated with slightly lower rates of self-reported depression. A Chinese study found that adults who drink tea on a regular basis had a smaller risk of depression.

Other research suggests that caffeine may play a role in preventing cognitive decline, but the evidence remains inconclusive.

According to the state's official website, what is Idaho's nickname?

## How Much Do You Know?

- 1) What country ranks #1 in the Happy Planet Index?
  - a) Barbados
  - b) Costa Rica
  - c) France
  - d) Jamaica
- 2) Which U.S. city hosts a "Peach Drop" every December 31st at midnight to ring in the New Year?
  - a) Miami
  - b) Honolulu
  - c) Dallas
  - d) Atlanta
- 3) According to the state's official website, what is Idaho's nickname?
  - a) The Farmland State
  - b) The Potato State
  - c) The Gem State
  - d) The Hawkeye State
- 4) What song did American singer Slim Whitman take to the top of the U.K. charts for an amazing 11 weeks?
  - a) Peggy Sue
  - b) Barbara Ann
  - c) Carrie Anne
  - d) Rose Marie
- 5) Happy the Oil Drop Man was the logo mascot for what gas station chain?
  - a) Esso
  - b) Mobil
  - c) Sinclair
  - d) Sunoco

from *mental\_oss*

**Answers:** 1) b; 2) d; 3) c; 4) d; 5) a

## 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**

**Abilene:** 325-695-7283

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Tony Cary, V.P. of Field Operations

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



## 3 Reasons You Should Sign Up For Our Maintenance Program Today

We urge our customers to take a preventive approach to HVACR by regularly inspecting equipment and participating in a maintenance program. Why should you sign up for a maintenance agreement?

**1) A preventive maintenance agreement can provide substantial savings.** The agreement can pay for itself many times over in energy efficiency, as well as in preventive maintenance that avoids costly major repairs down the road.

**2) Preventive maintenance can correct developing problems.** Our technicians can pinpoint and correct developing problems at the earliest, least expensive time—well before equipment failures.

**3) Preventive maintenance can lower lifecycle costs.** Over the life of your equipment, you will experience lower total operating and maintenance costs with fewer disruptions if you maintain equipment at regular intervals.

What does our maintenance agreement include?

- Regularly-scheduled maintenance
- Free labor on regular maintenance
- Preferred discounts on labor and material
- No emergency service fees
- Priority response time if an emergency situation should arise

We design and tailor your maintenance agreement specifically for your equipment, with multiple levels of service agreements. We can even cap your maintenance costs by providing a fixed budget to meet your needs.

**We're doing our part.** This newsletter is printed on environmentally-friendly paper—50% recycled, using 25% post-consumer waste, and is composed of a mixture of fibers from certified forests, post-consumer recycling processes and fibers from other controlled sources.



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Proactive Budget Control • Preventative Maintenance Specialists

P.O. Box 5101

Abilene, Texas 79608

Texas License #TACLA010407C